# **Beauchamp House Surgery**

**Minutes of the PPG Meeting held on Tuesday 13th May 2025**

**Those Present:**

**PPG:** Dawn Woolcott, Lesley Smith, Derrick Peto, Kay Holmes, Pat Crace, Nicki Doherty, Kate Bischler, Paul Osman. Brenda Freshwater, Eleanor Squire,

**Practice staff:** Christine Wood. Dr. Shruti Rustgi

**Apologies for absence**: RosalindGunning, Joan Boyton

**Meeting opened by:** DW

**Minutes of previous meeting:** Accepted in principle, there was one matter arising.

**Matters arising:** PO mentioned the lack of PPG input in NHS updates.

Those members present agreed that they had read the surgery update report.

PO asked whether the length of time that the phone appointment system was available could be extended. A discussion followed on the new appointment booking system.

DW said she had been in contact with RG who wondered if some people might have problems describing their symptoms. CW replied that no such problems had been experienced so far, overall the new system has received positive feedback. ND asked for clarity on the various descriptive titles used in the phone call stats. CW indicated that the new system was better for the purpose of extracting statistics. DW suggested that the appointment data could be made available to be seen. ND asked about triage statistics and commented that the medical form-filling time ended at 4pm. SR reminded the members that one GP works on triage all day. DW asked if patients still failed to turn up for appointments made earlier on the same day. CW said it still occurs but infrequently and patients have to fill in another form.

PO enquired about item 4 of self-referral, obviously not for items like blood tests but OK for items like appointments with a physiotherapist or for counselling. CW reminded the members that appointments with the nurses are still made by direct phone calls. DW brought up the subject of receiving incorrect links for self-referrals. KB said she also has had problems with links that did not work, ND mentioned that updates on the PPG Facebook page has received positive feedback, recent updates are on diabetes awareness. PO suggested that ND might find suitable subject matter for the PPG Facebook page in the Mid and South Essex NHS Facebook pages. ND replied that she does check the Mid and South Essex NHS Facebook pages. CW informed us that nurse Karen is leaving so there is now a vacancy for a nurse. PO read his updates on primary care to the members, a copy appears below on pages 2, 3 and 4 of these minutes.

**Any other business.** DW asked about progress on the surgery roof. Dr.SR said the work is almost complete.

The meeting closed at approximately 7.40pm

The next meeting will be held on Tuesday 29th July at 6.30pm

**Full copy of the Chelmsford City Primary Care Network Meeting held on Tues 25th March which was read to the PPG members by Paul Osman**

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**GENERAL**

I raised a formal complaint about the 7-month interval between meetings. Becky Pittuck who is the new PCN head of Operations apologized and said she will address the issue by scheduling quarterly meetings at the start of the year to avoid a repeat of this poor practice

The revised and lengthy Staff handbook is still in draft format and will now be sent to all staff for review

The aim is to have a General Practice Assistant in each surgery. Beauchamp House already have one in place. These deal with practice administration and do not have any appointments with patients

All practices will have to pay the additional National Insurance Contribution from the start of the new tax year so there will necessarily have to be cutbacks in some areas

All 4 practices have signed up to provide spring Covid vaccinations and have started for patients of age 75+ or who live in a care home or who have weakened immune systems

Drop-in clinics run by social prescribers take place at 9.00 – 11.00 AM on the 2nd and 4th Monday of each month at St. John’s church in Moulsham Street Chelmsford where patients can meet other patients and members of the public people in an informal setting

No physician associated are employed in the PCN

The PCN has achieved the highest uptake of learning disability checks across M&SE ICB

I mentioned concern over the high number of women who do not attend the vaginal smear appointments but now understand that this is a national problem

Penny Bennett advised that patient surveys have been carried out at Whitley House surgery and usually consist of 20 questions posed with willing patients and that she has now provided an example

**NEW PCN CONTRACT**

A new contract for the PCN comes into place on 1st April and it is understood there will be increase funding for employing an additional GP and also practice nurses as long as they have not worked at a practice in the previous 12 months

I raised the issue that Cancer Care Reviews which previously had been carried out at 3 monthly and 12 monthly periods were no longer part of the Quality Outcomes Framework (QOF). Gemma identified Charlotte who is the Care Coordinator, as having this responsibility for these. Gemma will investigate what proportion of relevant patients have actually had these reviews carried out

There will be more flexibility in utilizing the ADDITIONAL ROLES REIMBURSEMENT SCHEME (ARRS) funding. The PCN hopes to recruit a GP to add to the ARRS team

PHARMACY AND MEDICATION

Michael Thomas is the new Chief pharmacist in the PCN. He explained that we have 4 pharmacy technicians on board and we will have 5 degree-level pharmacists. Claire Barwell who is the Lead Pharmacy Technician) will oversee and implement best practice

Rebecca Ryan is a new pharmacy technician who joined the team recently

Machi Chuckwu is a clinical pharmacist who will be starting on 1st April

Before your birthday each year there will be a review carried out of your medication. This may result in your being contacted and asked to have a blood pressure or blood analysis test

Both Great Baddow and Whitley House surgeries have dispensaries but Beauchamp House surgery would not be able to set up a pharmacy within the practice because of the closeness of Shanty’s Pharmacy

The Pillbox pharmacy in Great Baddow has told Michael that they sometimes have only a small variety of potential suppliers of pharmaceuticals so they have to buy drugs at less than they are paid by the NHS

Medication reviews can be either face-to-face or by telephone call or may not be required

COMPUTER SYSTEMS by Gemma Campbell Digital & Transformation Lead

Beauchamp House and Whitley House surgeries will continue with the new ACCURX patient appointments triage system. There is currently no requirement for Great Baddow or Stock to migrate

The Beauchamp House computer system has a heading called “Appointments” but it only talks about the ACCURX system but does not allow you to get into that system. Gemma will attempt to clarify the website

The M&SE ICB has told surgeries they are going to be allowed to keep whatever computer system they are already using

The NHS has proposed that all surgeries should adopt the Patients Know Best (PBK) computer system as it can link with Social Services

I asked if the part of SYSTEM1 for medication requests could have the freeform data entry field expanded because it currently does not have enough space to input reason for the special medication request

The preferred method of communication with the surgery is via the NHS app. By using this the data is fed directly to the clinical system (SYSTEM1)

Any third-party letters are recorded on SYSTEM1 and priority is given to hospital discharge letters

Paul Osman

Beachamp House Surgery PPG