# **Beauchamp House Surgery**

**Minutes of the PPG Meeting held on Tuesday 29th July 2025**

**Those Present:**

**PPG:** Dawn Woolcott, Lesley Smith, Joan Boyton, Derrick Peto, Kay Holmes, Rosalind Gunning, Paul Osman, Brenda Freshwater, Philip Goatly, Barbara Snow.

**Practice staff:**  Christine Wood. Dr Adiukwu.

**Apologies for absence:** Nicki Doherty, Kate Bischler, Patrick Crace, Eleanor Squire, Diana Goatly.

**Minutes of previous meeting.** accepted.

**Matters arising.** none.

**Meeting opened by:** DWwho asked for an update on the appointment system. CW replied that the surgery is pleased with the way the system is working and patients who find difficulty filling In forms are given assistance. Face-to-face appointments are given to patients who need them most. Ninety percent of patients are contacted on the same day. PO commented that he is pleased that the system is available from 7.30am onwards. BW also was pleased with the availability time. PG remarked that it would be useful to be able to look back on what has been previously written. Dr.A felt that there might be some form of tracking to check what has been previously written. PG suggested that the I.T. person at the surgery might be contacted on this subject. Dr.A felt that in order to be able to track communications patients would have to register and provide a password which would cause the system to be less user-friendly. PO was under the impression there was no option on the system for nurse led appointments. CW explained that option 1 (Reception) is the area for nurse led appointments. BF asked if the frequency of the recorded “If you wish to cancel” message could be reduced. BS mentioned that a system used by a surgery in Norfolk used very similar recorded messages. RG asked whether people who can’t easily express themselves find the system difficult to use. CW replied that reception staff would provide assistance in those situations. PO commented that there is not much room for many characters when using System 1. Dr.A said he could look into whether the surgery was permitted to make adjustments to allow room for more characters. DW indicated that the PPG Facebook page now includes a reference to the SwiftQueue X-Ray appointment system and asked whether anyone had used it yet. CW said the X-Ray system differs from the blood test system in that the hospital sends a link. Dr.A commented that the SwiftQueue X-Ray system was put into operation with minimal consultation or involvement with the surgery. He thought the X-Ray booking system might eventually evolve to operate in a similar manner to the blood test system. CW asked the group if the layout and presentation of the “calls” was an improvement. Members of the PPG group felt it was better. CW added that Natalie will be the replacement for Nurse Manager Karen. (see attached surgery report) Natalie will also become a “nurse trainer”

DW commented that it was good to get an update on the work on the building. BF mentioned that someone had tried to contact the surgery but received no reply. Eventually the reason for this was that it was a training day at the practice but it seemed that there had been no advanced notice of this. CW said there was an announcement about the training day on the telephone system. JB asked about the input from PPG members during the next influenza and Covid19 vaccination programme. CW said help would be appreciated to guide people in the waiting room and look after coats much as on previous occasions. Two people per day would be sufficient and help would be required until around 1pm when usually there was a reduction in attendees . (see attached surgery report)

**Any other business.** PO stated that he attends Primary Care Network meetings on behalf of the surgery. Re carers’ support, he asked how many carers are registered with Beauchamp House surgery. It was thought that out of over 11,000 patients there are only about 110 registered carers. BF commented that sometimes people don’t recognise themselves as carers and asked what is the best way to get people to recognise themselves as carers? At this point CW presented the PPG members with the appropriate form for them to read. One of the questions on the carers’ form asks if someone is looking after someone else and, if so, they could become a carer registered with the practice. PO commented that sometimes people think a carer is a paid professional. PO remarked that the budget for the Primary Care Network had not changed for some time. Dr.A thought that there is a possibility that some funding could be moved from hospitals to surgeries. PO then produced a very large document for the members to see entitled “Fit for the Future” PO asked if the surgery will be providing weight loss tablets. Dr.A answered, not at the moment. DW asked whether non patients were still using the surgery car park. CW said not very often and it was a matter of catching the car owners, Occasionally the gate to the car park has been closed thus causing the car owner to request the gate to be opened in order to leave the car park. CW has also put notices on cars informing the owners that they parked on private property.

The meeting closed at approximately 7.25pm

The next meeting will be held on Tuesday 21st October at 6.30pm

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