

Beacon Medical Practice

Meeting Minutes

Reference:	PPG Meeting
Date:	15 th January 2018
Time Commenced:	14:00
Time Concluded:	15:00

People Present:	
Marigold Chisnall	PPG Chairperson
Cathy Brockwell	Practice Manager
Jackie Fletcher	Dispensary Manager
Glenis Brown	PPG Member
Peter Fitzgerald	PPG Member
Sid Dennis	PPG Member
Tony Whitworth	PPG Member
Len Hemingway	PPG Member
Paula Chapman	PPG Member
Apologies:	
Ann Bliss	PPG Member
Sue Carey	PPG member
Eddie Gasson	PPG Member
Sandy Shaw	PPG Member
Richard Roe	PPG Member

Initials	Notes
MC	Mentioned that Dr Taiwo had left and written the PPG a letter to thank them all for their hard work and support and to praise the excellent news on the new bus stop
MC	Informed PPG Members that a reply had been sent back to Dr Taiwo on behalf of the committee
GB	Asked about nurse appointments and if they were 4 weeks in advance
CB	Explained that nurse appointments are 4 weeks in advance but could depend on the day they are released
CB	Will ask Jason to look into mesh flooring for the mobile scooters to stand on at Chapel Surgery
CB	November and December figures are out for the DNA's and still around 6.5%
CB	Spoke about Dr Taiwo taking voluntary retirement on 31.12.17 and looking into GP's attending a new pilot scheme this Thursday re Physician Associates, also looking into international GP's again
GB	Asked if the new international GP's were settled now in their new homes and at work
CB	Yes they are both doing very well and settled in
CB	We have had some interest around a new clinical practitioner which we are following up, also our 2 chronic nurses are training to be clinical practitioners and so we will be looking at advanced roles for the hca's
CB	The GP Partners have decided to stop the 3 late evening surgeries and work until 6.30pm every week day instead as Dr Chaggar has reduced his working hours to ¾ and Dr Taiwo has retired
CB	No report as yet from our CQC visit on 9.11.17

Version 2.0

This is not a verbatim account of the meeting but how the note taker perceived the meeting

GB	Do we still have any flu vaccines available for anyone who has not yet received one
CB	Yes we still have vaccines left for anyone not yet had one
TW	Could the PPG have a breakdown of how many appointments go online to be booked and how many are available to book on the day, also could this be displayed on a noticeboard for patients to understand the system better – task to VCH to look into
MC	Hospital have been in touch asking why we are sending patients to the hospital for blood tests
CB	The only patients we send to the hospital are the ones with forms from their consultant asking for bloods to be done, this is so that the results can be sent directly to the consultants
MC	Patients are getting confused when discharged from hospital and told they need follow up dressing doing but the hospital are typing letter for the appointment to be arranged but on the envelope they are putting Practice Nurse, when the patients try to book appointment with the practice nurse they are told to ring the community nurses to make the appointment as we do not carry our any dressings from the hospital.
TW	Mentioned that when ordering medication online the notes written by the patient are being ignored – as a patient he asked for 2 months medication as he was going away and only one was issued and too late to sort out the 2 nd month – task to staff to be more careful and read any messages
TW	Asked if patients go without their medication if they can't get a review booked in with the nurses as no appointments at present
JF	No patient goes without medication as if we can't book the appointment we let the GP know and issue the medication as normal
PC	Asked how the bus stop was doing at Ingoldmells and if people were using it, the bus is number 9 and it runs hourly
JF	Not had any feedback around this but I am sure it will be used a lot in the season
GB	Praised the surgery as her Grandson was really poorly and he was seen the same day
CB	Children and patients over 75years are priority and will always be placed on the emergency list for the same day + any other patients needing urgent advise for the same day
TW	Praised Joanne the Physio for taking the time to contact the consultant who referred to find out exactly what they needed her to do, fantastic service
TW	Handed Cathy a leaflet from the Marisco Medical Practice PPG Group which contained very useful information on services available other than GP ie; 111, Pharmacies etc. Tony asked the group if they would mind him doing the same for Beacon and looking for a sponsor to begin the leaflets
MC/CB	Brilliant idea and for Tony to look into this
SD	Gave Tony his business card and offered to be our sponsor
	Next Meeting Date 19.02.2018
	Meeting Closed