**Beechwood Medical Practice Patient Group**

**Meeting 26.11.24 - Minutes**

1. **Welcome, intros & apologies**

Attendees: Cheryl Benson, John Lawrence, David Elson, Barbara Davies, Sue Thomas, David Rowe, Monica Grizzle, Sarah Monteith, Sarah McKay, Maddy Brickley (note taker), Joe Brown (part of meeting)

Apologies: Pawel Capik, Pat Foster, Trisha Jackson

1. **Minutes and matter arising from last meeting**

Cheryl has endorsed a letter of support from the patient group around GP collective action – thank you this is now up in the reception area.

Action: Add this to News section to our new website for others to see

1. **Update from Healthwatch/ One Care PPG representative – N/A Pat not present.**

1. **Feedback / discussion items from patients**

* **New phone systems**

Please continue to feedback to us around phone system as we value the feedback

Discussions around new phone contract mandated by GP contract, we are now offering call back facility from 8am – 4pm. Call back not available from 4pm so reception can catch up with calls before phones close at 6.30pm.

20 Live lines (trunks) available for calls at any one time, however far bigger number available with call backs (over 30+ etc) so wait times may be longer to get a call answered but can request call back so you don’t have to wait on the line and no longer get an engaged tone.

* **New website**

Please feedback any positive or negative feedback around the website as/when you use it. We also discussed the benefits of using the NHS App, particularly for things like ordering prescriptions.

Using the website search function is great, can take you straight to pages and forms which may be easier / quicker than navigating the page.

* **GP collective action & impact of budget announcements:**

Some changes to level of work GPs will be doing and managing. Returning unpaid work back to secondary care.

GPs are also trying to better evidence their increasing workload and requests for patient follow-up telephone calls will be booked into the appointment book in the same way as a usual consultation. This may possibly impact on availability of routine appointments. A letter explaining collective actions will be going out to all patients via text message later this week, there is also a full explanation on the website.

National Insurance announcements – confirmed GP will have to cover the increase in this. This will look like an £30,000 just to cover the increases, not including increase to living wage which we will have to cover as well.

1. **Practice updates**

* **Flu & Covid – so far we have delivered**

1700 covid

2000 flu (including children)

Less uptake for covid and flu this year – around 50%, May be partly due to changes to eligible cohorts.

Covid clinics now ending today 26.11.24

* **PPG Treasury Account**

Silvia Rae has stepped down from her role as Treasurer and the meeting noted her efforts on behalf of the group over many years.

The PPG bank account run by SR on behalf of the PPG, will now incur a charge from 1.1.25 of £4 per month. As this is not likely to be cost effective we would like to close the account down and donate the balance (£32) to charity. It was agreed by those present that this amount would be donated to the Marmalade Trust and ST also presented DR (who works with the Marmalade Trust) with some monies that had been donated at the recent flu clinics for the refreshments provided.

1. **Date for next meeting – Tuesday 25th February, 3pm in upstairs Seminar Room.**
2. **AOB**

Please pass on an invitation to join the group to any other registered patients as we would like to expand the membership of the group.