

## **Beeches Surgery Patient Participation Group**

**Minutes of Meeting: Wednesday 4<sup>th</sup> September 2024 at 1p.m.**

**Present:** Dr Ghoorbin, Aleema Husain (Surgery Engagement Lead), Pam Roberts (Joint Chair), Hugh Evans (Joint Chair), Pam Akhurst, Ashleigh Dickenson, Pam Gray, Don Haley, Dee Issa, Amanda McKerracher. Guest: Pauline Fonteriz (Manor Practice PPG).

**1.Welcome.** Pam Roberts welcomed everyone and introduced Pauline Fonteriz, Manor Practice PPG's Chair, who was present to observe our PPG.

Pam R commented that every PPG member was present today.

**2.Minutes of last meeting (5<sup>th</sup> June 2024)** These were Agreed.

**3.Matters Arising from Minutes:** None which would not be covered in this meeting.

### **4.Surgery update, including complaints. (Dr Ghoorbin & Aleema Husain)**

- The Surgery has a new GP partner, Dr Jude Gunasekera, making three in all. The other doctors are long-term locums.
- The nurses are on duty as follows: Sue- Tues/Wed; Cynthia- Wed; Maxine (Nurse Practitioner from the Primary Care Network)- Thurs/Fri: and Pia- Fri.
- With the closure of Carshalton Fields Surgery, some 500 patients have transferred to the Beeches Surgery.
- The BMA's new GP contract, with reduced appointments, (recently reported in the press) was not being adopted by The Beeches Surgery. So, it was "business as usual" there.
- PPG members praised the Surgery for promptly sending out texts to patients inviting them for the RSV vaccination (offered to 75-79 year olds)
- Aleema asked the Chair to circulate to PPG members a note inviting people to become NHS App Ambassadors. Pam will circulate this in an email to PPG members.
- The additional staff and services provided by the Primary Care Network, eg physiotherapy, mental health support, were working well.
- There had not been any complaints to report. In fact, Aleema said that there had been a lot of positive feedback from patients about the Surgery.

**5.Feedback from Sutton Patient Reference Group:** Minutes from the Meeting had been circulated prior to the meeting. Hugh and Pauline who had been at the PRG meeting made the following points:

- For certain people in the Sutton area who have long-term medical needs, there is a 24/7 Urgent Community Response service which avoids the need to call an ambulance or visit A&E. Details are on [www.suttonhealthandcare.nhs.uk/ucr](http://www.suttonhealthandcare.nhs.uk/ucr) Telephone 020 8296 4120

- Another topic at the PRG meeting was Podiatry. Information about this and other available services is given in: [www.suttonhealthandcare.nhs.uk](http://www.suttonhealthandcare.nhs.uk) Telephone 020 8296 4111.

**6.Update on PPG Email Possibilities.** The Chair of the Old Court House PPG had provided some information about their PPG email . They appeared not to have a detailed policy on the safeguarding of the data aspects. However, Pauline understood that they had a core group made up of the members of their PPG and then a wider group of patients who had provided their email addresses and who were involved in giving feedback, completing questionnaires etc.

Pam R said that this would be looked at further in the light of this additional information.

## **7. Any Other Business**

Dr Ghoorbin was asked about recent press reports concerning Physician Associates being employed in Surgeries. He said that the Beeches Surgery had been one of the first to use Physician Associates in the past, but because of the time and effort in checking and supervising their work, it was decided not to continue to use them. There were, therefore no plans to employ Physician Associates in the future at the Practice.

## **8.Dates of next meetings.**

Wednesday 4<sup>th</sup> December 2024 at 1pm.

Wednesday 5<sup>th</sup> March 2025 at 1pm

Wednesday 4<sup>th</sup> June 2025 at 1pm

Venue: Carshalton Tennis Club, 60A Beeches Avenue, Carshalton, SM5 3LW