

Item 1: Footfall website and appointment booking system update

"I am very impressed with Beccles Medical Centre's new website and booking system. I have found it to be a much faster and easier way of seeking help. I admit that I was dubious about using the new system, as it is different to what I am used to, but I could not fault it. I used the new method on the very first day of its introduction and the service I received was excellent! If it's as good as this on day one, then it can only help with the demands of such a busy practice and those of its patients. Very pleased and happy that this has been introduced."

Just used this service for the first time and sorted from start to finish in 5 minutes thanks to Dr Morton!

6d

Just used and got my post op wound dressing review booked for next week and advice on my flu jab at the same time. So much easier for non urgent appointments. Thanks for bringing this in!

6d

I used this for the first time today and it was excellent. As someone who (luckily) rarely uses the centre, it was a relief to get my issue resolved on the same day. Well done!

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This is a BRILLIANT step forward. Hope every one who can uses it. You can book as a proxy fir your children too. Give it a try.

Item 2: Phlebotomy

Great Yarmouth and Waveney is the only area in Norfolk and Waveney that offer phlebotomy services 7 days a week and between 6.30pm and 8pm. A recent patient survey of the Improved Access services has highlighted phlebotomy services at the weekend as an area that patients value and are very satisfied with. Feedback has included:

- '...the service was good because I can't make my practice opening times so I really needed the outside hour'
- '...was helpful to have bloods at the weekend'

In the last year the CCG has seen a marked reduction in patient enquiries and complaints relating to phlebotomy, reflecting we believe an improvement in patient experience of phlebotomy services.

- During the year 2018/19 there were 31 complaints to the CCG relating to phlebotomy services
- For the year 2019/20 year to date (1st April to 25th October) there has been 1 patient complaint relating to phlebotomy services