



BECCLES MEDICAL CENTRE AND PPG NEWSLETTER No 9

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Is it me or did that lovely summer just whizz past us again? I think it might be a sign of getting older - the first question I tend to ask myself nowadays when considering something new is, 'do I have enough life left for this?' It does help me to sort out what is important and what isn't, so I can focus and live in the moment!

So, the new System Online seems to be settling in really well. I haven't met anyone saying - let's go back to 'PATCH's' so it seems something is going right. Check out BMC's performance on the graphs published in the previous newsletter which shows how we are doing. Let us know your thoughts and experiences, they are so welcome - please use the white box in the waiting room.

We need to be thinking Flu jabs, Covid boosters et al. Those of us in vulnerable groups tend to get reminders but we all need to think about keeping safe and vaccination truly is a miracle - if we look not so far back in history we can see plummeting death rates particularly from Measles, Polio, Whooping Cough, Scarlet Fever and this within the last 75 - 100 years, it is phenomenally successful.

And last but certainly not least - as we head into the season of colds/flu etc. please consider the Pharmacy as your first port of call for more minor ailments (there is a list) that can be treated there. If you are under school age or over retirement age the pharmacy may advise you contact your surgery. Otherwise, chat to your local Pharmacist, as they are now enabled to meet with you in a private space to discuss your symptoms and prescribe some medications for you without you having to wait for an appointment at the surgery where the likelihood of the same prescription being the general outcome.

The IT Officer

This member of BMC staff you may see flying around on an urgent mission to sort a piece of malfunctioning equipment albeit a PC, or a printer. Usually the member of staff is in meltdown! Very calmly Adrian works his magic and the stress is over! Adrian is a young man going places. Not only does he hold down a full-time job he is also pursuing an Open University degree in Law with long-term aspirations of a lawyer or a "good" politician! He has worked at BMC for 3 years having started as an apprentice and now supervises all the IT within the practice and negotiates with all the major equipment and software suppliers.

Adrian is also responsible for posting all the social media that appears everywhere in all its different guises

- Hobbies—currently learning several languages, really interested in history and travelling.
- Favourite film—Da Vinci Code
- Favourite food—pasta (he can be excused as his family live in Florence—so he only gets served the best)
- Favourite Destination—Prague . He really does travel a lot! Preferring the history and sightseeing rather than a beach holiday.

Adrian perfecting his. "Sometimes there are people I just cannot help Dr Collins"!



Autumnal Review

The Friends and Family Test (FFT) was one of the original ways in which the NHS could gauge feedback from patients about the services delivered by the NHS. It was launched in 2013 and has since undergone modification to improve the feedback.

Apart from being scrutinised by local NHS bodies it is also sent to GP surgeries so they can identify areas of improvement. The information is collected via surveys or may be collected after an appointment. Patients are asked whether they would recommend the surgery to friends or family.

The data for Beccles Medical Centre appears in the table below:

FRIENDS AND FAMILY DATA for Beccles Medical Centre

	% rated good/very good	% rated poor/very poor
Mar 2025	88	6
April	89	6
May	89	7
June	84	7
July	96	1
Aug	96	<1

Something appears to have happened in July. The answer is the move away from PATCHS to the current system. Access is incredibly important for patients, and this is acknowledged by the surgery. One of the drawbacks of easier access is taking the precious appointment for granted and if a condition spontaneously improves or a more important event clashes then the risk rises appointments will not be cancelled. This is borne out in the table below:

Hours of Clinical Time lost per month at BMC

Mar 2025	104
April	104
May	111
June	135
July	145
Aug	126

In July there is the equivalent of 3 full-time staff being wasted because their appointment wasn't cancelled. I'm sure we all occasionally have genuine memory failure, but this level is excessive.

On a topical note be aware that medical advice from those who are not Scientists or medically qualified needs to be taken with a large pinch of salt! Recent public statements purporting a link between paracetamol use and Autism, and advising parents not to vaccinate without providing an evidential basis for that, should not be regarded as good advice. There is plenty of evidence available for parent to make their decisions based on tried and tested science.

Written by Glenn Collins, PPG Member