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Dr T Zaidi

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PPG MEETING MINUTES

MEETING 21st May 2024

APPOLOGIES

INCLUDING MD, VW, MH & JC

ATTENDEES

INCLUDING JENNY BAILEY (CHAIRPERSON), JENNY ATKINSON (CHAIRPERSON)

STAFF: ANGELA INCE (PRACTICE MANAGER) SOPHIE DAVIS (ASSISTANT) AND JB, DD, GK, CK, KD, AS, PR, JG, WK & LK

Agenda

1. Minutes from last meeting
2. Staff
3. Telephone System
4. Rayleigh Road proposed Closure Updates
5. System Connect and Edatt
6. 3rd Party Consent Forms
7. Website
8. General Questions
9. Survey for RR

Jenny welcomes everyone to the meeting, we have some new members this month and it is very nice to see some new faces to our meetings.

1. Jenny asked everyone if they had received the email of the last PPG Meeting Minutes, and these were signed off by all the members of the PPG. Sophie gave a copy of the minutes to the new patients who attended.
2. We are now fully staffed and have been for a couple of months now. The only change we must update is that our AHP (advanced health practitioner) will be doing an extra clinic as of Sept, she will be working a Tues/Thurs.
3. The paperwork has now been signed for our new telephone system, we have a site survey on Thursday 23rd May and should hopefully then have an installation date for potentially August 2024. If you wish to find out more about our telephone system, you can see minutes on our website where we go into more details about how this will work. If you are a new member and have no access to the website, then please let Sophie know and she can always print these off for you.
4. We have now had our 2 x public meetings for the proposed closure of 346 Rayleigh Road. Our next step will be a site survey which we will be putting together some questions based on the most frequently asked at the 2 meetings and this will be sent out to patients. We will be picking patients

from all different age groups as we can not physically send this out to every single patient at 346 Rayleigh Road.

5. We have been training with a new electronic system called System Connect, this is a new service for patients to be able to use online instead of having to phone to the surgery. We will be adding the link to our website and there will also be a link for any patients that are signed up for system online. When clicking on the link you will be taken to a page to answer questions for the ailment you want to request as long as that is available. Once you have forwarded your request it will get sent to us for reception/doctors to deal with and then we can reply to you with your preferred contact with the next step. This is an additional system for patients, we will not be losing the phoning side for people who cannot use the electronic system.

We also have a new system that will be working alongside our new telephone system called Edatt, we will not be setting this up till our new telephone system is set up so we will have more information on this in our next meeting.

6. 3rd party consent forms are now on a shared drive for patients to fill out if they wish for a family member or friend to speak on behalf on them. Sophie will also add this to the website, and you can ask for this at reception.
7. We have a new website currently being built; this should hopefully be going live in the next 3-4 weeks.
8. Questions & Feedback:

JB – Are you planning on doing some advertising for the new electronic systems? – yes, we will be putting this on our website, posters up in the surgery and the link will be added to anyone who is on system online.

DD – My close friend in South Woodham is on chemo and he has said the system they are using which I think is the same one you are going to be using, is good, so if it's as good as they say it is this will be a good addition to the surgery.

Q – if a lot of older people cannot do the electrical side, does that mean the doctor will be spending more time on these? – No, it will be a balance, system connect is an additional service, our phone lines will still be open for patients to call.

Q – Do you anticipate people will use more of the electronic side than phoning the surgery? – I think the younger generation will prefer to use this service if they work as, it will be easier for them.

JB – Please can we ask everyone in the PPG meeting who uses the NHS app? as I find it very easy to be able to being able to order prescriptions online, be able to see my test results and full medical records from 2022 – not everyone in the PPG meeting had system online, but most people who did find it easier to use.

JA – I spoke with a patient regarding a prescription, he said he needed a repeat prescription, was put in with a pharmacist and was told he needed an apt with a doctor as this was a controlled drug so delayed the patient's medication? – If this medication had been issued before then this should not of been put in with pharmacist or doctor, as the reception staff can issue an acute as long as it's been issued in the last 6 months and they can put a note to the GP to say it's a controlled drug and when it was last issued, its then down to the GP if they wish to sign the prescription. We now have 1 prescription clerk at Kent Elms and 1 prescription clerk at Belfairs, when a controlled drug gets requested as it will not show on repeats, when the reception staff issue the controlled drug, it will tell them it is. The reception girls should be checking any special allocations that come through system online and passing these to the doctor to check them before being signed.

Feedback - Patient said thank you to the surgery, pt has not been to the PPG meeting since covid19.

9. We asked all the patients in the PPG meeting some of the questions they would like to see on the survey for the proposed closure of Rayleigh Road, below are some of the questions they come up with:

Q – Car parking issue at Kent Elms? – (Sophie did answer this question) – we are currently in the process of finding out information to adding a system in the surgery where you put your number plate in when you visit our practice. But we share the car park with the library and 2 other GP surgeries so we need them to sign off on this first before we can put anything in place.

Q – What time patients would prefer to come to the surgery?

Q – How patients travel to the Kent Elms branch?

JB thanked everyone to coming for the meeting.

The next meeting will be held on the 16th of July at Kent Elms at 17:00pm.