



# EastwoodGroupPractice

Kent Elms Branch  
1 Rayleigh Road  
Leigh-on-Sea  
Essex SS9 5UU  
Tel: 01702 421888  
Fax: 01702 421818

Belfairs Branch  
335 Eastwood Road North  
Leigh-on-Sea  
Essex SS9 4LT  
Tel: 01702 529111  
Fax: 01702 528887

Rayleigh Road Branch  
346 Rayleigh Road  
Leigh-on-Sea  
Essex SS9 5PU  
Tel: 01702 525289  
Fax: 01702 520134

Community Endoscopy Centre  
348 Rayleigh Road  
Leigh-on-Sea  
Essex SS9 5PU  
Tel: 01702 524984  
Fax: 01702 529375

**Dr T Zaidi**

[www.eastwoodgrouppractice.co.uk](http://www.eastwoodgrouppractice.co.uk)

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## PPG MEETING MINUTES

MEETING 05 April 2022

### APPOLOGIES

INCLUDING DAVID DUTTON, JOHN BILLSON, MICHAEL HYNSON, GILL KNIGHT, EMILIA FLEMMING-OOSTERBAAN, SUE BREEN & JEAN CHURCH.

### ATTENDEES

INCLUDING JENNY BAILEY (CHAIRPERSON), JENNY ATKINSON (CHAIRPERSON)  
STAFF: ANGELA (PRACTICE MANAGER) RYAN WALKER (ECP) SOPHIE DAVIS (ASSISTANT)

### AGENDA

1. Welcome
  2. Matters Arising from Minutes
  3. Test Results
  4. Covid-19 over 75 Boosters
  5. F2F and Online Booking Appointments
  6. Resuming Health Checks F2F
  7. Secondary Care
  8. Prescription Query
1. Jenny B welcomed everyone to the meeting and apologized for the patients who could not attend.
  2. There were no matters that needed arising from the last minutes taken from the last meeting, everyone was happy with the minutes that were sent out.
  3. Jenny B asked a question to the practice manager regarding test results, as a few patients had complained they were not getting their results. Jenny said she is aware that patients should be following up their own results, but a lot of patients do not know this is what they are supposed to do, as this is not told to them after having a GP or nurse appointment. The practice manager explains yes this is the patient's responsibility to follow up their own results, but we can put something on the website to make patients aware this is the case, we will also send out a notification to all staff, doctors included, to let the patient know to call up to access the results. The turnaround with results can vary, it can take up to 7 days before we get the results back deepening on the hospital, but once results are in will make sure the

doctor is reporting on them quickly as patients should not be waiting a long time for these results.

The practice manager also explained that as of the 1<sup>st</sup> April if you have access to system online you can now see your full medical history from that date, they will be back dating it so you can see previous, but we have no update on when this will be.

Question from patient: When a result has come in and the reception staff explain that there is no further action as the bloods have come back normal, what do we do next as this has not resolved the issue, we went to see the doctor for?

The practice manager explained that unfortunately the reception staff are not medically trained to let you know your results apart from what the doctor has filed, if you want to know the results in more clinical detail then you would need to be booked in for a consultation to speak with the doctor.

Question from Jenny: When a doctor is off, do the bloods just sit there waiting for them to come back, is this why some patients are waiting 10 days for results?

The practice manager explains that when a doctor is off if it is more than 2 days, the bloods will be allocated to another doctor to file, these are assigned to a GP every morning without fail by either the practice manager or her assistant.

4. Jenny B asked if we could have an update on the Covid-19 over 75 booster, Ryan who is our emergency care practitioner, explained that we have clinics every Tuesday at Kent elms between 2pm and 4pm. We have not advertised it yet due to a late start as we needed to wait for the PDG to come out before we could administer the over 75 boosters. The clinics that we are running on a Tuesday are currently walk in clinics but do depend on what delivery we get on the day, so we are thinking of putting on bookable clinics once we know the amount we will get, as we order them from the PCN, and it depends how many they are willing to give out to each surgery in the SS9 area. We are also looking at possibly putting a Saturday clinic on, but again this depends on the vaccine delivery. We are still also working on our 5-11-year old's. The booster will also be the Pfizer.

5. The practice manager explains that the appointments for doctors have not yet changed, they are triage by telephone and if need to be seen F2F doctor will invite you in same day, now which is becoming a lot more frequent. If it's a breast examination this is put in straight away as a F2F. However, this will be changing in the upcoming weeks as we have been told that 25% of our appointments must be available to prebook on our online services, but this will only change once we have had a clinical meeting to discuss how we will change the clinics to benefit the patients. The nurse's appointments are still all pre-bookable and are not available to book through our online system.

Question from Jenny A – Can reception triage the patient when asking for an appointment, as if there are no appointments left the reception staff can advise the patient on what they need to do next?

The reception staff do normally ask the patient for a brief description of the issue so we can put them in with the necessary person, which we would then see if this needs to be a doctor, nurse, or our in-house physio. If the issue is for a doctor and is an

urgent matter, we would tell the patient to call 111 to be triaged and either put in with our on-call doctor or to be seen by an out of hours at 111.

Question from patient – Can a prescribing nurse prescribe antibiotics?

The practice manager explains that yes, they can prescribe antibiotics, Ryan is also doing his prescribing degree so once he is qualified, he will be able to prescribe too.

A baby clinic has been added on to the on call every day for children under 3 years old and under, these appointments can be booked throughout the day. Our on call still has 111 slots, but these have been reduced now.

6. The practice manager explains that Southend Council are now sending out letters/texts to patients over 40 for their NHS Health Check. They are sending these out every week to 50 patients, once the patient receives this, they call us, and we get them booked in.

We will be starting our health checks within the practice again, the reception staff will start calling patients for their Diabetic, Asthma, COPD reviews etc. These appointments will be F2F apart from the COPD reviews as we have not been given the go ahead for these to go back to F2F appointment.

Question from patient: Can any doctor fill out any medicals, i.e., Pip forms or does this have to a specific doctor?

Any doctor has the authority to complete any medicals, there is a 28 day turn around on all of these forms. Time gets blocked out of the doctor's clinic to fill out these forms and patient will be told if they need to attend the appointment.

7. Jenny B asked if there was anything more, we could do to stop hospital admission, as the hospital are struggling, and patients seem to be waiting a long time to be seen? 111 seem to be sending a lot of patients to A&E when they do not need to be there.

Ryan explained that he has joined up with a team at the hospital to get this sorted as best we can, to stop more than 1 hospital admission and to be checking all discharge summaries that leave. This is at early stages at the moment so will hopefully start to make a difference once it picks up. Unfortunately, 111 are not medically trained so it can be hard for them to judge when triaging a patient.

8. Question from patient: Can we change on the website that we do not take prescription through email anymore?

We can not take it off completely as other surgeries do still take them through email, it was just Belfairs branch that could not keep up with the excessive workload of emails coming through on a day-to-day basis, so will update the website as best we can with how to order a prescription and the quickest way for each branch.

Jenny A gave good feedback on the new reception staff, who have been very helpful and able to help the patients with the queries and problems. The practice manager was grateful of the feedback and explained that majority of the new reception staff are now fully trained but we have taken on 2 new receptionists, 1 at Belfairs and 1 at Kent Elms who have started on the 4<sup>th</sup> April, who are now getting full training.

It was raised in the meeting regarding the phone message, we have been trying to get in contact with BT to get the message changed but unfortunately having no luck, we are meeting with a new phone company at the end of the month to possibly change them over, we understand the message is long and is giving false information now, but we are in the process of changing this as quickly as we can.

The next PPG meeting will be held on 7<sup>th</sup> June 2022, 1:30pm at Kent Elms.

We will also put a sign up outside all surgeries the next PPG meeting time and date and where the meeting will be held.

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