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Dr T Zaidi

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PPG MEETING MINUTES

MEETING 15th November 2023

APPOLOGIES

DR T ZAIDI, SAM HUETT (ACP) JB, MD & JC

ATTENDEES: JENNY BAILEY (CHAIRPERSON), JENNY ATKINSON (CHAIRPERSON), ANGELA INCE (Practice Manager), SOPHIE DAVIS (Assistant PM), VW, MH, JM, JM, DD & KD

Agenda

1. Apologies
2. Practice Managers Update
3. Telephone System
4. Flu and Covid – Housebound and Clinics
5. Shingles Vaccine
6. E-Consult
7. Questions from PPG Attendees

1. Jenny B welcomed everyone to the meeting and apologized for the people who could not attend, including Dr T Zaidi and Sam Huett (ACP).
2. The practice manager then proceeded to give the members an update sees below:

Medical students - Dr Lal and Dr Shah have now been signed off to train 4 medical students between the ages of 18-24. The students will be coming in for 5 days in the year and the first one was on the 2nd of November. The students were at the practice all day, they spent 1.5 hours with the practice manager, an hour sitting on reception with the reception staff, then spent the rest of the day with the doctors who were in clinic. The patients who were attending the GP that day were asked if they were happy the students were in their consultation and if they accepted were asked to sign a consent form and this form was attached to the patients notes. The medical students will be observing consultations and will be talking to some of the patients about their health issues and in some cases will be doing some examination.

We are also going to be training a GP reg in the next year who will be acting as a clinical GP, but under supervision of the training GP. Once trained and fully signed off we can have the ability to take this GP on as a salary GP.

The next day the students will be attending will be the 18th of January.

Winter Access – The ICB (integrated care board) give each practice within the PCN (primary care network) a certain amount of money for the winter to divide between doctors, nurses, and admin staff. We as a practice have decided to run our extra clinics on Sunday, between now and end of February. You will be able to book this the from the Wednesday of that week. There will be 3 GP'S on every Sunday and then a nurse on every other Sunday and a receptionist. We will be open for patients to come to their appointments, but we will not have any phone lines for these days. These clinics will be split between Kent elms and Belfairs.

We also have a new female AHP (advanced health practitioner) working with us for the winter access, she is working every Tuesday and Friday between now and the end of January. She can see any patient over the age of two for minor ailment illnesses, she can prescribe, issue blood tests/x-rays and can refer to outside agencies. Grace will be split between all 3 branches.

Overall, we have 120 extra appointments till the end of January for our winter access.

Staff – We are now at full capacity within our nurse department, we have 3 practice nurses and 3 HCA's working across all 3 sites. All our nurses can be pre booked in advance of around 6 weeks. We also have nurse availability with out of hours on a Saturday at Highlands for patients who work weekdays and would prefer to be seen on a weekend.

We are still looking for 1 more salary GP to join the practice, we currently have 14 GPs overall and all these GPs are alternated at each branch weekly.

We now have 2 new receptionists at Belfairs and Kent Elms, we are now fully staffed at all 3 branches.

3. We have now picked the new telephone system, and this has now been approved by NHS England, who are now contacting BT to check what we need to do next for us to come out of our contract. This is currently in process now and should hopefully be finalized in the next couple of weeks and we should have a new phone system by the end January at the latest.

We will be keeping all 3 numbers for the time being, but you will not necessarily get the branch you are registered at as the phone system will just pick up the next staff member who is available to answer. You can now get booked in from 8am at any of the 3 sites. Eventually we will be changing to 1 number for all 3 sites, but this could take up to a year to change.

Question from patient – Will it matter if we ring Kent Elms though we are registered at Belfairs?

This now does not matter, since covid our services changed that you can ring any branch and can get an appointment at any branch from 8 o'clock. So, it just goes by where there is a GP appointment free.

4. We have been running covid and flu clinics since September, we currently have around 500 vaccines left over and are still asking people if they want them to call us and get booked in. This is only for under 65 with underlying health conditions and anyone over the age of 65.

We are waiting now to see if the guideline changes for the over 50's, if this does change then we will let everyone know.

We have now completed all our housebound Covid and Flu Vaccines.

5. JB raised a question regarding shingles vaccine.
We understand the shingles vaccination for who is eligible is getting confusing as per the campaign that has been advertised on TV. I have spoken with Sam who is our head nurse, and she has explained we are following the NHS guidelines and will not be vaccinating as per the advert.

Please click on the [Shingles vaccine - NHS \(www.nhs.uk\)](http://www.nhs.uk) to see if you are eligible for the vaccine. I will add this link and information to the website for everyone to see. Also, you can type in shingles vaccination eligibility and read up on this through the Green Book.

KD question – Do you need to have a shingles vaccine if you have already had shingles and chicken pox, will it stop you getting it?

JB replied – Yes you will still need to have it, as it will make your symptoms less severe.

6. We are going to be trying out a new system called E-Consult in the new year. This will be another way to be able to book appointments. You will go through a survey of questions to do with your symptoms and at the end of the questions you will be told what you will need to do next. It may advise you that you need to speak with a GP, A&E or a Pharmacist.

Highland's surgery has started this already and are getting between 5-10 a day. Sophie will be monitoring the requests and will allocate these to where they need to be and how urgent they are, she will then contact the patient either by phone or text to let them know if an appointment is allocated. You can upload photos for the GP too and if we need to speak to you regarding this, we will message you through the e-consult system.

We will be running this between the hours of 8am-3pm daily and this will change depending on how busy this gets, as we may look at taking a GP out of normal clinic to deal with just the e-consult issues.

Once this goes live, we will add this on to our website for all patients to have access too.

7. Question: Do locums cost more than salary?

It is done on hourly rates but we as a surgery do not need to pay for their insurance. When a GP is salaried, we pay for their insurance and their pay depends on their experience. We do have long term locum GP's, but it gets hard with regards to holiday as Locum GP's can take time off whenever they want too yet salary GP's must request holiday and we only allow 2 salaried GP's off at time.

Question from JA: Can we cancel appointments through system online? If not, can we set this up to stop the amount of DNA's we have?

Yes, if you wish to cancel you can go through the online services, this will send an alert to us that the appointment has been cancelled. Unfortunately, this will not stop DNA appointments, patients will call on the day and still not show up it's a vicious circle that will never change.

Question – Can we not give them a strike, 3 strikes of DNA's and they are taken of the books?

This is not ever something we can think of doing, we have a duty of care to our patients and can not refuse them the care they need or deduct them from the surgery.

Question – Can we send letters to the patients?

We have tried this before, but it does not work or make much of a difference, we don't have the resources to be sending out letters to each patient that DNA's it's not time efficient.

Question: Wanted to speak to a manager, got through to reception and was asked 3 times the reason for the call, why did I get asked 3 times when I said the 1st time, I did not want to discuss it?

It is helpful when being put through to a manager to know the issue of the phone call before we take the call, as we can then gather evidence we need or know briefly what the call could be about, but we will speak with the reception staff to explain if the patient does not want to tell us then this can be passed through as confidential. We apologized you were asked more than once and will bring this up in the next staff meeting.

Feedback from 2 member of the group – KD & DD

KD – Wanted to thank all the reception staff for their hard work and help as they do not get the credit they deserve.

DD – He is very happy with 2 reception girls at Belfairs, they have really helped him and his wife.

The next meeting will be held at 13:30 on January 17th, 2024, at Kent Elms

We want to wish everyone a Merry Christmas and Happy New Year!