



EastwoodGroupPractice

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Dr T Zaidi

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PPG MEETING MINUTES

MEETING 16th February 2022

APPOLOGIES

INCLUDING JENNY BAILEY CHAIRPERSON, DAVID DUTTON & JEAN CHURCH

ATTENDEES

INCLUDING JENNY ATKINSON CHAIRPERSON

STAFF ANGELA (PRACTICE MANAGER) RYAN WALKER (ECP) SOPHIE DAVIS (ASSISTANT)

AGENDA

1. Welcome
2. Matters Arising
3. Practice Managers Report
4. Ryan (ECP)
5. Thank you
6. Questions from Patients

1. Jenny Atkinson welcomes everyone to the meeting and asked if everyone has received the email with the minutes attached for the last meeting. Everyone agreed.
2. Minutes were agreed and signed off, so will attach these to the website.
3. The practice Manager how we have now taken what was said on board. She then introduced Ryan who is our new ECP as he will be doing a talk later in the meeting regarding his role within the surgery.

The Practice Manager explained we some new reception staff that have started in the past 3 months. We have 4 at Kent Elms, 1 at Rayleigh Road and 8 at Belfairs. We ask you bear with us as they are all still in training.

We have a new lady doctor starting in June, she will be doing 7 sessions a week covering all 3 sites, she will also be the first female doctor we have had on call.

The PCN are now funding us for some weekend work, we are running clinics on a Sunday between now and the end of March. Half of these appointments are pre-bookable and the rest open on a Friday morning. These clinics will be split between Kent Elms and Belfairs.

Sam our nurse practitioner will also be doing some minor ailment clinics on a Friday and Sunday. There will also be a PA between now and end of March working Friday's between 8:30am-6:30pm, she can not prescribe but can do everything else a doctor can do. We have a Mental Health nurse now working in the practice, she works for us every Wednesday between the hours of 9:30am-4:30pm, these appointments are all pre-bookable. We have 4 pharmacists working with us, 1 is permanent and rest flicker between us and other surgeries.

4. Ryan introduced himself as our new ECP (emergency care practitioner). He worked with us through the PCN for 8 months and has now taken a full-time role with EGP. He will be looking at all our frailty patients, he will be checking any admissions in a 4-week period, making sure they are getting the care they need and make sure we keep them out of Hospital. He is currently going through a list and contacting them. He will keep an eye on any referrals that might need to be made on these patients.

Virtual surgery is being set up and is around trying to discharge patients faster so they are more comfortable so we can visit. We have 4 ECP's, lead nurse and District Nurse.

5. Jenny A said thank you Ryan as since he has started working for EGP, we have had some good feedback from patients that he has visited or spoken too.
6. Jenny asked if we are happy to write the questions on minutes, the practice manager agreed if they were not personal questions.

Question 1 - Patient asked why being sent to another branch when registered at Belfairs? Practice Manager explained that we are one big practice, and you can be sent to any branch to see either Doctor or Nurse. You can tell reception staff that you want to be seen at your branch, but they will always give you the first available appointment at any branch.

Question 2 - Patient asked how system one worked? Practice manager explained you can order prescriptions and see some of your medical history, but as of April 2022 this will be changing, and you will be able to see your full medical records. As soon as this is live, we will put this on our website and all you will need to do is come to the surgery and we will change this for you.

Question 3 - Patient asked how it worked with getting your blood results? Practice Manager explained that when a doctor reports on the bloods, if there is an urgent problem, they will task reception who will call you, but we do say check on your results if you do not hear from us.

The next PPG meeting will be held at 1:30pm on the 05/04/22 at Kent Elms.

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