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Dr T Zaidi

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PPG MEETING MINUTES

MEETING 17TH January 2024.

APOLOGIES

DR T ZAIDI, SOPHIE DAVIS, SAM HUETT , VW, MH, DD

ATTENDEES JENNY BAILEY (CHAIRPERSON), JENNY ATKINSON (CHAIRPERSON), ANGELA INCE (PRACTICE MANAGER), BEVERLEY WHITING (BELFAIRS BRANCH MANAGER) JB, BA, JM, KD, SA .

AGENDA

- 1 Apologies
- 2 Sign off minutes.
- 3 Practice Manager update
- 4 Questions from PPG attendees
- 5 Practice Manager announcement

1 Jenny B welcomed everyone to the meeting apologised for the people who could not attend including Dr T Zaidi, Sam Huett and Sophie Davis.

2 The previous minutes were discussed. Jenny A had some questions regarding the information on the website regarding the shingles link. Bev W said she would discuss and check the link with Sophie. It was also brought up by Jenny B that a question regarding surgical stockings was missed off the minutes this was in regard that only 2 pairs of stockings can be ordered per year and that they are hard to get the right size ordered.

Minutes were signed off.

3 Practice Manager gave an update. She explained there are still a lot of DNA. On the 11th January there were 30 minutes of doctors, 70 minutes of nurses and 70 minutes of physio time wasted and this was just one day.

The winter access cover was continuing to March with clinics for both nurses and doctors on a Sunday which is providing around an extra 60 appointments to help with the additional winter demand. We also have Grace the ANP that is doing an extra 60 apps per week again to help demand.

The telephone system is still in the process of being transferred and we have now received the exit fee to come out of our existing provider, so things should now start moving.

We have now hosted our first lot of 1st year students to the practice and will in the next few weeks have our first lot of 2nd year students that will be spending a week with the practice.

Practice Manager advised that the CQC report is now available on the website to review.

The practice is still in the process of setting up the E Connect service.

Flus are still available for patients to book.

The practice will be taking on a further 2 new receptionists as 2 of our staff have retired. These new staff members will be joining shortly.

4 A question was asked regarding a request for a blood test. She felt it was not explained what the test was for. Practice Manager said that she would remind reception staff that a full explanation is needed when we are asking patients to have blood tests for annual reviews, so as they are aware.

A question was asked that if a patient turned up at the wrong time why it would be marked as a DNA. It was explained that if a patient turned up at the wrong time, then the appointment would be marked as a DNA if the doctor was unable to see the patient.

A question was asked regarding the patient list size and number of Gp's. They were advised that we had 14 GP'S working at the practice and circa 15800 patients.

Jenny B wanted to advise the practice of good service that she received from a member of staff at Kent Elms. Practice Manager said she would pass it on to the member of staff and thanked Jenny for bringing to her attention as it is always nice for the staff to receive praise for good service provided.

Question was asked about messages being put on prescriptions. We do this, but as a lot of prescriptions are electronic these are not always seen.

5 Practice Manager asked that a special meeting be arranged for as many members to attend as the practice had an announcement to make. It was arranged for the 22nd February. Jenny B and Jenny A would ask as many PPG members as possible to attend.

Next meeting 22nd February 2024 1.30pm Kent Elms .

