



EastwoodGroupPractice

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Dr T Zaidi

www.eastwoodgrouppractice.co.uk

PPG MEETING MINUTES

MEETING 18th OCTOBER 2022

APPOLOGIES

INCLUDING JS, MD, DD & SB

ATTENDEES

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

STAFF: ANGELA INCE (PRACTICE MANAGER) SAM HUETT (AMP) in total 11 attending the meeting

UPDATES:

1 Across the 3 surgeries we had taken on 10 new reception staff in the last 6 months. We do ask patients to bear with us, as it takes a reception staff member 6 months before they are fully trained, and we at present have more than 1 new staff member at each branch which makes it harder.

It is acknowledged that some staff are more helpful and reassuring than others and further training will be given regarding this.

2 In regard to the telephone system we are still in the process of arranging this. The new phone system will be updating from our existing service. Patients will be able to ring any of the 3 numbers and will go into one queue system with a maximum 20 people in the queue. The lines will be picked up by any of the 12 front line reception staff regardless of the branch number they have called or where they are registered. As the call is answered the system will go straight into the patients records which will cut down on calling time. Over the next 12 to 18 months the numbers will then reduce from 3 to one main number which will be 01702 421888 for the patients to call.

3 We currently have 2 new salary GP's one is working 2 sessions a week and the other is working 7 sessions a week, one male and 1 female GP. We also have a new locum GP that will be working 2 sessions on a Friday with a review for her to take on additional sessions in the New Year.

4 We are still booking patients for their flu vaccine, we have currently vaccinated over 1000 patients since the middle of September, but we still have some left and are asking

people to get booked in. We do not have any specific clinics on at the moment, but appointments would be booked directly with our nurse or HCA on request. Question was asked regarding their mother that was housebound and would they still get a visit and when and would they be contacted. Angela explained that the practice was still working through the housebound list. Patients would not get a call, in advance as they were housebound and would be expected to be in unless a special note had been made on the patient's records.

5 Ryan our ECP (Emergency Care Practitioner) is currently undertaking some minor ailment clinics each week and is being mentored by one of our experienced salaried GP's. This is part of his prescribing course. It is expected that he will have completed his course by the summer, and this will allow him to complete minor ailment clinics and prescribe which will be a great resource to the practice.

6 We are currently offering Saturday appointments at Highlands subbranch for nurse's GP's and ANP (Advance Nurse Practitioner) appointments this will assist patients that need weekend appointments when the surgery is closed. The address for the Highlands Surgery is 1446 London Road Leigh on Sea. The appointments need to be booked through our practice in our normal opening hours during the week as patients will be unable to book appointments on Saturday are there will be no book on the day as they will not be taking incoming calls. 111 would need to be called as normal on a Saturday.

Patient asked if Queensway were still taking out of hours appointments during the week. Practice manager stated they were, but the practice only had a few appointments allocated to the practice each week.

QUESTIONS

Jenny raised the questions re rescue packs and that when a patient has been informed by the hospital/breathing nurse specialist that they have written to the GP regarding requesting a rescue pack does the surgery contact the patient direct. Dr Zaidi informed the group that the patient would need to contact the surgery direct to order these.

OTHER BUSINESS

1 We have now added a Baby Clinic to our on-call doctor from Tuesday to Friday, this is for any children under 3 to be booked in for an on the day emergency appointment any time during normal opening hours.

2 On a Monday we have now changed our appointments that there are no prebooked or book in advance appointments. We have noticed a big difference in the amount of available appointments and as we are shut during the weekend it is now much easier for patients to obtain appointments first thing on a Monday morning.

3 Practice Manager also advised that the practice was looking to change their advance booking timeline. At present book in advance appointments are released 4 weeks in advance. These get booked very quickly and a lot of patients forget and do not turn up for these appointments.

We have been speaking to another practice that release theirs' every 2 weeks and this has worked better. Patient asked if this would include online telephone and face to face booking. Practice Manager advised that it would.

NEXT MEETING – 21st February at 6pm @ Kent Elms