



# EastwoodGroupPractice

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**Dr T Zaidi**

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

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## PPG MEETING MINUTES

MEETING 20<sup>th</sup> September 2023

### APPOLOGIES

DR T ZAIDI, SAM HUETT (ACP) KD, VW, MH, AND DD

ATTENDEES: JENNY BAILEY (CHAIRPERSON), JENNY ATKINSON (CHAIRPERSON)  
ANGELA INCE (Practice Manager) SOPHIE DAVIS (Assistant PM), DR LAL (GP) MD & JB

### Agenda

1. Apologies
2. Practice Managers Update
3. Covid and Flu Campaign
4. Shingles Vaccine
5. Hospital Pathology pick up times
6. Telephone System
7. Prescriptions

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: -

We had a full face-to-face CQC inspection back on the 9<sup>th</sup> and 16<sup>th</sup> August. The first date was a clinical inspection remotely the 2<sup>nd</sup> day was a meeting with staff members including Jenny A from the PPG and to have a meeting with the practice manager to go through the practice procedures and day to day working. We are still awaiting to hear back on our rating and will keep you all updated on this.

3. We are now running our Covid and Flu campaign, which started at the beginning of September, we are running Saturday clinics at Kent Elms for Flu Only and if we have covid vaccines on the day we will be offering it to the patents who are eligible. Please if you wish to book in for the Flu vaccine then ring reception and they will be able to check if you are eligible and can book the appointment.

At this time, we are unsure if the campaign is to authorize giving any Flu vaccines to anyone under the age of 65 without an underlying health condition, but if this changes, we will update on our website.

4. Jenny B asked about the campaign of the shingles vaccine and who are eligible?  
We are aware a campaign has gone live for the eligibility of the shingles vaccine, but the advertisement is not correct. The shingles vaccine is between the ages of 70-79, unless the patient has an underlying health condition, you can find out if you are eligible by accessing the green book on the NHS website and it will list the health conditions that we consider eligible. If you are at the age between 70-79 then please contact reception to book an appointment with a nurse.
5. The practice reminded the patients when dropping of a sample to the surgery please can we make sure that the sample bottle has all the correct information on as if this does not have the correct information it will be rejected. If you are unsure what information needs to be on this, please ask reception and they will clarify this for you.

Our surgery collection times are below, and it will be added to our website.

346 Rayleigh Road – 9am  
Kent Elms – 1pm  
Belfairs - 11am

You can take the sample to any of our branches if you miss the collection at your own branch.

6. We are still currently in the process of changing the telephone system from BT. NHS England and the ICB have selected companies we can choose from; we have selected one and are currently having meetings to get this sorted as quickly as we can. The new system will integrate with system one so we will be more efficient. We are hoping to get this in place in the next 6 months.
7. Jenny B raised a question regarding patients getting 2-month supply for medication that is on repeats?  
Yes this is what we would do for patients who are under 75, but anyone above the age of 75 as per NHS guidelines would only be allowed a limit of 1 month supply and we have to abide by the guidelines, which is why when given a medication review the pharmacist will change any medication limit to 1 month supply for any above the age of 75.
8. Jenny A emailed me a lovely message from one of our PPG members who asked if we could add this to the minutes.

**“I have had dealings with the surgery, both Kent Elms and Belfairs branches and the staff have been very helpful and accommodating, 10/10! Dual jabs booked, GP appointments made all good, pass on my thanks to the front of house teams, they don't always get the thanks they deserve, I'm sure.”**

The next meeting will be held at Kent Elms on 15<sup>th</sup> November 2023 at 1:30pm