



EastwoodGroupPractice

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Dr T Zaidi

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PPG MEETING MINUTES

MEETING 3rd September 2024

APPOLOGIES

Angela Ince (practice manager), Mrs. Zaidi (Partner)
DD,JC, MH

ATTENDEES

Sophie Davis (Assistant PM), Sam Huett (ACP), Jenny Bailey (Chair), Jenny Atkinson (Chair)
JB, VW, KD

Agenda

1. Minutes of last meeting
2. Rayleigh Road Proposed Closure Update
3. Telephone System
4. Flu Clinics
5. RSV Vaccine
6. General Practice Update
7. Questions

1. Jenny B opened the meeting and asked if everyone had received the minutes from the last meeting, 1 person had not received them, so this was given out and the minutes were then signed off. Sam then started the meeting in the absence of Angela.
2. There is currently no further update with the proposed closure of Rayleigh Road, we have organized the questionnaires, these are being given to patients and once they come back, we will be able to update you further.
3. The new telephone system went live on 23rd August. You now get through to the next available receptionist, this may mean you won't necessarily get the branch you are registered out on your records, but every person can deal with any query you have as we are one practice. The receptionist will now know who is calling as this is now integrated into system one, so if you have a mobile number, it will automatically pick you up, it will also pick up any other patient who has the same mobile number attached.

All our calls are now recorded, the practice manager and assistant practice manager can listen to all the calls and these stay on the system for us to download for up to 3 years. The receptionists are still trying to get used to this system as this was a big change from the phones we had before, so we do ask everyone bares with us while we get used to the system ourselves.

4. We have already started vaccinating our pregnant woman and have started clinics for our children for nasal flus. We will be starting our flu clinics in October for our over 65 and under 65 with acute issues; NHS England have changed that we cannot start vaccinating till 1st October due to more cover over the winter months. We will be administrating Flu only and Covid vaccines will be available in our large clinics we will be running on a Saturday at Kent Elms, the Covid stock we have will be for our Housebound and Care Home patients.
5. The RSV vaccine is a new vaccine that has been brought out this year for patients aged between 75-79, if you were 79 on 1st September 2024 you are eligible up until your 80th birthday. This vaccine is to protect you from respiratory problems, this cannot be given the same time as the covid and flu vaccine, this is due to the interactions of vaccines. We have started the RSV vaccines, but we have limited stock each week due to fridges space due to flu season approaching, so we do not have the facilities to order more stock until all the flu vaccines have gone. Please ring your surgery if you are eligible and book in if we have the stock available. As per NHS guidelines this is a one-off vaccine as it stands right now, but this could change.
6. We do not have much to update you on within the practice, apart from we now have a Dr Narang who is with us for the next 6 months being trained as GP with Dr Shah. She is a fully qualified doctor she has worked in hospitals but is now training to become a doctor in general practice.
7. Questions:

JB – Will you be advertising the RSV? – Yes, we will be advertising this, there are posters up in all surgeries and patients that are eligible are receiving letters to book in.

JB – Will you be vaccinating children or pregnant woman with the RSV? – yes pregnant woman are eligible for the RSV and we will be vaccinating but children are not eligible.

Q – What is the eligibility for the shingles vaccine? – You must be aged between 70-79 or 65 years old. If you are immune compromised, you are eligible now as this vaccine is different to the vaccine before, we used to administer Zostavax but now we administer Shingrix which can be given to immune compromised. This is a 2-dose vaccine, if your immune compromised you have 6-8 weeks in-between both doses, if you are not immune compromised then there is 6 months between both doses. If you have already had the Zostavax you would not need to have the Shingrix unless you become immune compromised.

JA – Monthly repeats for over 75's, can this not be at the GP's decision to change patients from 2 monthly to 1 month? – We are currently having meetings with the pharmacies in the area as they are constantly issuing medication that patients do not need to order. This is why we advise our patients to join system online as they can then only issue the medication they need. We don't always receive the letters for patients' medication changes, so medication stays on repeats that a patient does not need so that's why we say a medication review should be done yearly so medication that is on repeats is what the patient takes each month. Sam has also told her nurses not to order dressings for elderly patients as this change weekly and we end up paying for dressings we don't need which comes out of budget.

The next meeting will be held on 12th November 2024, 13:30 at Kent Elms

