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Dr T Zaidi

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PPG MEETING MINUTES

MEETING 12th November 2024

APPOLOGIES
DD, MH, WK

ATTENDEES

ANGELA INCE (PM), DR T ZAIDI (PARTNER) SOPHIE DAVIS (APM) JENNY BAILEY (CHAIR) JENNY ATKINSON (CHAIR), VW, JB, MD, JC, RC, JM, JM, KD, LK

Agenda

1. Minutes of last meeting
2. Staff Update
3. Winter Access
4. Flu & Covid Vaccines
5. Rayleigh Road Update
6. System Connect
7. Questions

1. Jenny B opened the meeting & thanked everyone for attending. The minutes from the last meeting were signed off.

Items 2 to 6 given by Angela Ince – Practice Manager

2. Dr Rizvi and Dr Didar have now left the practice, but we now have a new salary female GP that started with us at the beginning of November working Monday, Thursday, and Friday, we also have 2 x locum female GP's, one working Monday, Tuesday and Wednesday and one working every Friday.
3. We are now running Sunday clinics between November and March at Belfairs or Kent Elms, the doctors' appointments will open to patients from the Wednesday. Nurses' appointments available to book in advance. Appointments will not be able to be cancelled on the day of the Sunday clinic as we do not have our phone systems running. Highlands are still running a clinic on Saturday for our patients between 9-5Pm.
4. We have now completed all our Care Homes and Housebound covid/flu vaccines. We also held 2 x Saturday and evening clinics. The practice uptake this year has been quite poor, now there are outsources for the vaccines i.e. pharmacies, we do not get as many people coming in for appointments so next year we are going to do things differently as we still have 600+ vaccines left.

5. We have an upcoming meeting regarding the proposed closure of Rayleigh Road with the ICB (Integrated Care Board), to go through the questions we are proposing to ask in the survey to check we are asking the right questions. We also will be guided to whom we send these out to and how we sent them out. We want to do this fairly and make sure we are taking our time, with guidance from the ICB.
6. We now have a new service which is connected to system online and a link is on our website called system connect, we only offer medical certificates, which you fill a form out with the reason, and it comes through on your medical records for us to be able to book an appointment with a GP. We will be opening this up for other minor ailments in the new year.
7. JB Question: when I looked at the website, there is only one number for all sites? AI reply now with the new phone system you can get through to any branch ringing any of the 3 numbers, but eventually we will phase these numbers out and it will just be one number throughout all 3 surgeries. We have had some good feedback on the new phone system, it's been helpful in the morning as the phone picks the next available receptionist, so you are not held in too much of a queue, the call back service is also very helpful for patients who do not wish to wait on the phone you do not lose your place in the queue and are called back when it reaches your number. All our calls are now recorded which is very helpful for both patients and staff.

JA asked question for DD: Is the door now working at Belfairs? -reply yes, the door should be working at Belfair's, it was a specialized company that fitted the door, but they could not fix it. We have now had another company come and fix these, both the doors at Belfairs and Kent Elms.

JA Question – with regards to prescriptions and now not using the pharmacy, most people had not seen the notice and it was put on Facebook? – reply Yes, we understand this was put on Facebook before it was publicly announced, and we do apologies for this, but it was out of our control. The reason behind this happening is to help with cost of medication waste from over ordering, there are posters and letters that are being handed out at all the pharmacies to explain the reason behind this. If a patient has an issue with being able to get to the surgery to bring a paper prescription or our online services, then they can be put in for a telephone call with our in-house pharmacist to go through other ways of being able to get their medication. Housebound patients can still call the surgery for their prescription to be placed over the phone. Care homes are all on system online and are requested by a nurse at the care home each month. Also, we are seeking funding to purchase tablets to enable receptionist show patients how to use online via System Online

JA Question: Before you used to be able to do 6-month prescriptions to be dispensed monthly by pharmacist, can this still be done? – reply this is not something we can offer now, we must stick to the 1-2 months.

JB Question: RSV (Respiratory syncytial virus) vaccines, you were not getting a lot of vaccines in, has this now changed? – reply We were not ordering too many vaccines in, this was because the vaccine came out just as flu season started so we did not have the storage space in the fridge for more vaccines as the flu's having to be equally spread round all the surgeries. Now flu season has come to an end, we have more space now, so we have been ordering more vaccines for deliveries on a Thursday and we have been putting specific RSV clinics on at each branch. If you are eligible for a vaccine, then please contact the surgery and book an appointment.

JA Question: Would you be able to add how to check things on the website? – reply Yes, this is still new to us too, but Sophie has asked for some more training in the new year and will write a paragraph on the front page of the website on how to navigate this.

JB: I would like to bring up the budget, I am quite concerned that with national insurance going up it will affect general practice, the hospital are exempt, but the surgery is not, I am happy to speak with the local MP to raise this on behalf of the PPG and the practice. – reply Yes, this will have an impact, but the surgery and the PPG members are happy for Jenny to write to the local MP to get our opinions across. Jenny will let us know the outcome.

MD: Her husband housebound and had not had his flu or covid vaccinations – reply Speak to us after, and we will investigate it.

JC: Looking at the practice non attending, is there anything we can do about this? – reply unfortunately there is not much we can do. We do try and contact the patients; all our nurses will ring their patients who do not attend to ask for an explanation but there is nothing more we can do. It's very hard and we understand it's frustrating for the other patients, but this has been on going for years and will always be an issue within the NHS.

JC: I went on to system online and it said I had been notified about my blood results but I had not seen them? –reply there is a new system now called auto filing, when the results are filed automatically for patients to be able to see before the doctor has reported on them, this is something new in system one and we tried to take this off but it is national, but if you are on our system online, once you have viewed these results it will come up that you have been notified by the system. SD offered to help.

This was investigated and patient was happy when she left the surgery.

Question: are letters for patients from hospital still coming in letter form or digital? – reply both. It is still more letters which is why sometimes they can take so long, but some letters do come digital. Karen is still going through all our letters; we get hundreds a day. If you receive a letter re change of, or relating to medication, please bring these into the surgery for us to act upon as you possibly could receive before us.

KD – Neighbour lost her husband; she has had a lot of help from the practice and was very happy to have such help at such a sad time.

The next PPG Meeting will be held 21st January 1:30pm at Kent Elms