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Dr T Zaidi

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INTERIM PPG MEETING MINUTES

MEETING 28th OCTOBER 2025

APPOLOGIES

Dr Zaidi (PARTNER), Dr Lal (PARTNER), SAM HUETT (ACP), VW, DD, JC & WK

ATTENDEES

Angela Ince (Practice Manager), Sophie Davis (Assistant PM), Jenny Bailey (Chair), Jenny Atkinson (Chair), JB, JM, JM, KD, LK & MH

Meeting opened by JB, she thanked everyone for attending the meeting and apologised that the last meeting was cancelled, although JB and JA did meet that day with 3 patients (WK, LK & CO) from the group and helped them with their queries or directed them to who could help. JA also met with Angela to raise any concerns in-between the meetings. JB asked everyone to check their copy of the last minutes so we could close them (all patients were handed a copy of the last PPG Minutes to read) – JB asked if everyone was happy with the time day/time of the meeting, and it was agreed that we would keep it to a Tuesday afternoons at 1.30pm.

JB mentioned the car park at Kent Elms, which was mentioned on the last minutes; Dr Malik sent a letter to all the local businesses within the Kent Elms area to explain they cannot park in the car park. The library and the GPs are trying to sort the issue in the car park. JB did ask about the staff parking in the car park (not including GP's) but majority of our staff walk to work or get public transport, we are also staggering GP times so that the car park is not full at all times but we can't make comment on the other GP's or library. The GPs who use the building are hoping to have a meeting with the Council to discuss what can be done!

The minutes were closed.

AGENDA

1. Digital
 2. Staff Update
 3. Website
 4. FLU
 5. ADHD
 6. Questions/Comments
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1. As most people will be aware now, we went digital on 1st April 2025, where we no longer could book appointments over the phone for GP/ACP appointments. April was a very busy month for

us where we were explaining and helping patients with the new system. We are still guiding patients on how to use the triage system, when patients call, we are helping them over the phone and if patients cannot access the internet, we are filling the triage form out for them as every GP appointment now gets triaged the same way, so it is fair for everyone. We also have an iPad at both surgeries so patients can attend the surgery to complete the triage forms and reception staff is there for guidance.

We have had positive feedback regarding the new triage service as patients are getting appointments and are being redirected to other clinical teams as not everything needs to be seen by a GP.

We have tweaked our digital appointments to improve as time had gone on. All traffic lights are monitored regularly and all red emergency on the day don't go without an appointment.

It is Time to Learn next Tuesday and there is in-house training for staff including a digital update.

All GP surgeries had to go digital from 1st October.

We now have telephone appointments on a Friday evening, and we have our Saturday clinic which is open between 9-5pm every Saturday at Kent Elms, these are pre-bookable and not on the day, which is organised and run by our PCN (Primary Care Network). We have a 1 x doctor all day, 1 x doctor half a day, 1 x nurse all day and 1 x HCA (Health Care Assistant) half a day.

2. We have now since the beginning of the year had 6 people leave, most of these were retirement and 1 was for a new career path.
KD were all the staff from Rayleigh Road Surgery given positions. PM all staff were all offered the choice of Kent Elms or Belfairs. Although some of them have retired now

Grace our ACP (Advanced Clinical Practitioner) has now taken on a new day, so she now works with us 3 days a week which started in September.

At the beginning of the year, we decided to work closely with pharmacy first, we had a pharmacist who could see acute problems start with us every day, we have face-2-face appointments on Tue, Wed & Thurs, Mon & Fri are telephone calls only.

We have a new pharmacist who can deal with any letters, medication queries & med reviews starting in January 2026, she is not a prescriber but that could potentially come down the line.

We have had a new ECP (Emergency Care Practitioner) Rachel who started with the PCN in September, she will assist with all the home visits and frailty assessments. Both our ECP's are now fully qualified in phlebotomy training, so will now be able to carry out urgent blood tests on patients when visiting them.

We have a phlebotomist starting with the PCN working at Kent Elms every Tuesday and 1 Saturday a month 10:30-17:30. We understand booking blood tests are hard so we are hoping this will be helpful within the surgery; the receptionist will be able to book these in for you. We are hoping we will be able to extend and do more days.

We are looking at potentially starting up our minor ops again in January 26, this will be at Belfairs only in our minor ops room. We have not been able to offer minor ops since Dr Zaidi passed away and due to lockdown, so will be good to start this back up again.

LK What would this be for? PM this would be basically lumps and bumps (not head)

3. We have had our IT lead at the PCN working on a new website for us; this launched in October and is still being designed and changed. This has not been properly updated and is still being set up, so there may be some things missing but should hopefully be all up to date soon.
4. We started our flu campaign in October, we have not advertised this as much this year due to the covid/flu vaccines being outsourced in pharmacies, before the only place you could get your vaccines was at the GP, but now most chemists can now give out these vaccines free of charge. We have put on a few clinics for the under 65/over 65's, but we have focused more on our housebound patients and our care homes.

We have now finished all our housebound patients, Rachel (ECP) spent 3-4 days getting these completed for us.

Sam has been out to our care homes; we have 1 more care home till we have completed these.

Once these have all been completed, we will check our stock/availability then we will look at holding a clinic for the remaining vaccines.

5. ADHD (Attention Deficit Hyperactivity Disorder) is no longer part of shared care, so we now do not deal with any medication side of ADHD, yes, we can still refer but any patients on ADHD medication will have to go back to their consultant and they will now issue the medication. We stopped this back in April, letters were sent out to all patients on medication and another letter was sent to their consultant.
6. JB mentioned about self-referring to UCRT (Urgent Community Response Team) which is correct they will see elderly patients who meet the criteria, I have attached a poster, and we have now put these posters up in reception at Kent Elms and Belfairs.

Q: How many times does a doctor call, and do they call just the numbers on the records? – The doctors are supposed to call 3 times within a time frame, after the last call they will DNA (did not attend) the appointment and the patient will have to rebook. They will call the numbers on the records and are supposed to call both numbers on the records and stated differently in the triage form, we will explain this to the doctors again in the next clinical meeting.

Next meeting will be held at Kent Elms 1:30pm 13th January 2026.