



EastwoodGroupPractice

Kent Elms Branch
1 Rayleigh Road
Leigh-on-Sea
Essex SS9 5UU
Tel: 01702 421888
Fax: 01702 421818

Belfairs Branch
335 Eastwood Road North
Leigh-on-Sea
Essex SS9 4LT
Tel: 01702 529111
Fax: 01702 528887

Rayleigh Road Branch
346 Rayleigh Road
Leigh-on-Sea
Essex SS9 5PU
Tel: 01702 525289
Fax: 01702 520134

Community Endoscopy Centre
348 Rayleigh Road
Leigh-on-Sea
Essex SS9 5PU
Tel: 01702 524984
Fax: 01702 529375

Dr T Zaidi

www.eastwoodgrouppractice.co.uk

PPG MEETING MINUTES

MEETING 05th August 2021

APPOLOGIES

Gill Knight
Colin Knight
Georgina Tew
Kelly Tew

Agenda

1. Introduction
2. Update on the Practice
3. Staff Update
4. Face to Face Appointments
5. NHS 111 – how it works with the practice system
6. Appointments Forward Booking

1 Apologies were made that this was the first meeting in a while due to Covid-19; Jenny then opened the meeting and passed over to practice manager.

2 The practice manager explained more about the merge with Dr Sathanandan from March last year.

The practice manager then spoke about the Covid-19 vaccine clinics we had over the past 6 months, where it was explained that we vaccinated over 4000 patients with both their vaccines.

3. The practice head nurse then went on to explain about all the new outside agencies we are welcoming to the practice which includes an

- MSK (physiotherapist) who is located at our Kent Elms Branch, he can send for bloods and x-rays, he can also give injections.
- Social prescriber – she can assist with any community social care
- Social Worker that can assist with social services you need
- ECP (emergency care practitioner)

The practice has welcomed our own ECP; he will have a slightly different role to the ECP who attend homes for housebound patients. He will be looking at our A&E admission to check patient has the right care in place after being discharged from hospital.

PPG asked a question on how to book these appointments, the head nurse then explained that you book them through reception; only ones you cannot book are our ECP as this is booked by doctors for our housebound patients.

4. Practice manager then went on to explain about F2F appointments with a GP, we can book in F2F if needed but most will be a telephone call first to follow government guidelines. Nurses appointments are different as they have always been F2F unless can be done over the phone.

PPG asked if a time could be given for a telephone appointment – Head nurse answered this question by explaining we would normally give morning or afternoon, but maybe this is something we could take away to see if we can give an hour slot, apart from if the GP is on call as the duties of the day are different.

It was also explained that a GP should try at least 3 x before DNA.

The reception team can also book in to the face2face slots not used by the GP on the day 45 minutes before the appointment is due to close.

5. The Practice Manager and head nurse then explained how our 111 system works. We have 30 slots available for 111 to book in themselves through-out the day. This is why we tell people once our appointments are taken to call 111. Children under 5 if deemed as an emergency we will speak to the on call doctor and see if we can get this booked in as a matter of urgency.

6. The Practice Manager explained we now have a pre-bookable system, there is 3 slots for GP follow up's in the morning clinic and afternoon, there is also the same slots for pre bookable for no urgent requests. You can book in to these clinics (mainly the pre bookable unless doctor has asked for a follow up) 6 weeks in advance.

The next meeting will be held at Kent Elms on the 21/09/21 at 6pm.

Eastwood Group Practice