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Dr T Zaidi

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PATIENT PPG MEETING

21TH SEPTEMBER 6.00PM

APOLOGIES 2 MEMBERS

ATEENDEES 15 MEMBERS

INCLUDING JENNY BAILEY AND JENNY ATKINSON CHAIRPERSONS

STAFF ANGELA INCE (PRACTICE MANAGER), SAM HUETT (LEAD NURSE) DR T ZAIDI (SENIOR PARTNER)

AGENDA

- 1 Welcome
 - 2 Minutes
 - 3 Matters arising
 - 4 Practice Managers report
 - 5 Flu Campaign
 - 6 Covid Boosters
 - 7 Face to face and DNA'S
 - 8 AOB
- Future meeting to be arranged

1 Jenny Bailey welcomed everyone to the meeting.

2 Minutes were agreed. Jenny Bailey asked that ongoing the minutes could include the number of attendees, the staff and the chairpersons attending as well as the start time and finish time of the meeting.

3 It was requested that receptionists explained to the patients which site a telephone call would be made from. They also asked that it could be relayed to the doctors that they try and call at the correct appointment slot time. It was made aware from the Practice Manager that if this was a call from the duty doctor the times may change due to emergencies etc.

3 Two members brought up personal concerns and the Practice Manager advised to contact her separately regarding any personal questions as these could not be discussed at a general meeting. 2 members also asked that we pass on to our HCA Carly the excellent service they had received from her.

4 The Practice Manager updated the members on the changes in the practice since the last meeting. There had been 2 new receptionists at Rayleigh Road and Kent Elms, there was a new Pharmacist starting through the PCN that would be working at all 5 practices, he would be completing audits, prescription changes and

mediation reviews. There will also be a new doctor that will be working every Friday for the month of October and that the practice was looking to recruit a further full time GP.

5 / 6 The lead nurse updated the members in regard to flus and Covid vaccines. We had already received our under 65 flus and had already completed a clinic. In regard to the over 65's there had been a delay in the transport from the supplier and this has affected a lot of practices in the area. We were expecting our first supply the following day and as soon as this had been received clinics would be added. The practice also had their first batch of Covid boosters and they would be invited patients in to have their Covid vaccine the same time as their flu. These would be for patients over 80 that were invited into clinics in December as there had to be a 6 months gap between the 2nd and the booster.

We were expecting regular supplies in each week of the Covid vaccines and would be calling in patients when they were due. All being well the first double clinic was to be on the 25th September.

7 In regard to the DNA's it was explained as the appointments were telephone and not face to face it was very hard to run reports to monitor the DNA's, this was because the doctor had to update the records to confirm they had tried to contact the patient at least twice and in doing so the system would mark the appointment complete. The Practice Manager would do a manual check for a week to assess figures.

Regarding the face to face, it was explained to the members that before COVID the long term plan of the NHS was to come away from a percentage of face to face and to move to telephone and video calls. It was expected by April 21 each practice would be completing video/telephone calls but this was brought forward due to COVID. Systems had already been approved ready for April so could be put in place very quickly when lockdown started. It is expected that video calls and telephone appointments would be a permanent change to the appointment system going forward as this was already NHS's long term plan. Dr Zaidi explained that all doctors were trained in telephone calls and that we had been completing them for many years, just on a smaller scale.

It was explained the practice had never shut their doors and had always been seeing patients that required a face to face during lockdown.

Rota's for the doctors had recently changed to allow more face to face as we move out of lockdown and that when required receptionists could now book directly rather than telephone triage for appointments that would definitely need a face to face such as a breast lump examination.

8 It was asked that the minutes of these meeting were sent to all the attendees as well as being on the practice web page.

NEXT MEETING ARRANGED FOR 7TH DECEMBER AT 3PM.

Meeting closed 7.10pm.