



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 02 AUGUST 2022

APPOLOGIES

INCLUDING JS, MD, DD, EF & SB

ATTENDEES

INCLUDING JENNY BAILEY (CHAIRPERSON), JENNY ATKINSON (CHAIRPERSON)
STAFF: ANGELA INCE (PRACTICE MANAGER) SOPHIE DAVIS (ASSISTANT TO PRACTICE
MANAGER) SAMANTHA HUETT (AMP) DR S LAL (DOCTOR)

AGENDA

1. Welcome/Apologies
 2. Minutes
 3. Staffing level i.e., whole time equivalent for doctors compared with the required amount of GP to patients
 4. Reception and Nursing staff update
 5. Explanation of how the appointment system works (handout attached)
 6. Update on the current problems at Belfairs
 7. Dr Lal's talk and questionnaire
 8. Covid & flu season
-
1. Jenny B welcomed everyone to the meeting and apologized for the patients who could not attend.
 2. There were no matters that needed arising from the last minutes taken from the last meeting, everyone was happy with the minutes that were sent out.
 3. We currently have the correct number of GPs to patient ratio as a practice.

We currently have 15 appointments per session per doctor each day, it varies with the amount of GP's we have in daily. For example, it ranges between 5-9 GPs per day, depending on holiday and the sessions they work. Overall, on a good day we have around 205 appointments and overall, on a good week we have around 668 appointments. This does vary every day, and we cannot work out the correct

number of appointments, but this is to give you a rough idea of how many we have available to book.

We took on a new GP in May who is now doing 7 sessions a week with us and are still looking for 1 more salary GP to start this year.

The new rotas we have made are working and there have been more appointments on the day for patients, in the past week we have had over 2 hours' worth of DNA appointments in one day which equates to 20 appointments per day overall the clinical staff and most of these are pre-bookable appointments.

Patient Question: When GP's join how do we get introduced? – We do have all our clinical staff members on our website, there is a role and picture of them so you can see who they are and what they do within the practice. The practice manager also explained that she is trying to get a different GP to attend the PPG meetings for the patients who attend to be able to meet them all.

4. We have just employed 3 new reception staff, 2 x Kent elms and 1 Rayleigh Road, so we do ask you bear with us while we train as we have had a massive turnover of new staff.

As mentioned above we had a new doctor start with us back in May, she has settled in very well and is doing 7 sessions per week.

5. We have changed our clinics slightly and we have been asked if we could write out how all the appointments work, so I have attached below a document on how to book appointments with all clinicians and how it works.

We are part of a Primary Care Network so will attach a list of what services the PCN provide us.

6. Belfairs surgery seems to be getting better, as there are more appointments for patients to book. There are still a lot of new staff at our Belfairs branch, and they are still in training so again if you bear with us, it would be much appreciated.
7. As of October, we will be offering Saturday appointments as part of our PCN. We are still unsure what these appointments will be for, whether this is a doctor or nurse, or what the surgery will be booking into this clinic.

The practice manager introduced Dr Lal, who explained more about this:

“We are required as a PCN (which is a coalition of 5 practices in the local area) to provide a certain number of hours and appointments in certain discipline for patients to be able to access over the Saturday period from 9am-5pm. We would like your views on what might work best in terms of what you would like to see provided during these hours of operation on a Saturday. Attached to the website and at all branches on reception is a questionnaire to help us understand what you as patients

would prefer, if you would not mind filling this out and handing it back to the surgery this would be much appreciated."

You can print this document off on our website to fill out and hand in back at your local branch.

8. Its nearly reaching our Flu season, we are hoping this will be the same as last year where we will be administrating the flu and covid vaccine at the same time. Please call us end of August when we should have our clinics on for you to book in too. We are normally due to get our flu vaccines beginning of September, last year we had a big delay and are hoping this year we will get them on time and be able to get patients booked in as quickly as possible.

The next meeting will be held on the 18th of October at Kent Elms – 6:00PM

We will also put a sign up outside all surgeries the next PPG meeting time and date and where the meeting will be held.

Eastwood Group Practice