



EastwoodGroupPractice

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Dr T Zaidi

www.eastwoodgrouppractice.co.uk

PPG MEETING MINUTES

MEETING 21ST FEBRUARY 2023

APPOLOGIES

INCLUDING JS, MH, DD, EF, SB & DR T ZAIDI

ATTENDEES

INCLUDING JENNY BAILEY (CHAIRPERSON), JENNY ATKINSON (CHAIRPERSON)
STAFF: ANGELA INCE (PRACTICE MANAGER) SOPHIE DAVIS (ASSISTANT) SAM HUETT
(AMP) in total 11 attended the meeting

1. Update on the Practice
2. Paper Records
3. LBGTQIAPT+ and Veteran Training
4. Phone System
5. Pre bookable/DNA's
6. Saturday Clinic at Highlands
7. Text Messages
8. Walk in Clinic
9. Positive feedback from members

1. In the last 6 months we have had 9 new reception staff start at our practice, split between all 3 of our branches. These staff are all having training and we hope you can bare with us if you do get a new person on the phone or in person as they may need some help from another member of staff with your query. We are currently doing interviews now for either 1 or 2 new reception girls to start at our Rayleigh Road branch. We have also had a new locum GP start with us in December, she is currently doing 4 sessions a week, 2 on a Monday and 2 on a Friday, which tend to be our busiest days. She is looking at maybe becoming a salary GP, we also have one of our salary GP's who is looking to increase his hours by the summer.
2. The paper records we used to keep at each branch for the patients have now all been collected and stored elsewhere to be put on an iCloud to all be electronic. This is happening at every single doctor's surgery in the country, and we were one of the first surgeries in our area. This is being carried out from now til 2025. Once the records have been transferred over to the iCloud this will be much easier system and staff can review any branches records.

3. On our last time to learn training afternoon all staff completed the LBGTQQIAPT+ training and veteran training, the aim of the training was to ensure that all staff are aware of the diversity of the current population and acknowledge those that served in the armed forces. The surgery has made changes in day-to-day policies to ensure inclusivity to all. We are currently working towards an award that will be put on our website.
4. We are currently in the process of getting a new phone system, when we had our last meeting, we were just finalizing with a company, but after looking into this more we decided not to sign the contract, due to it being a 7-year contract and we was not sure it would be right decision to make. We have since been in touch with the 2 other companies that was given to us by the ICB, and we are hoping one of them will be the right company to choose. The company we are with now we are having slight troubles with, and we understand can be frustrating for our patients, but the new system we are looking to get will hopefully make calling a little easier. We are hoping to have just one number for all branches, you will then be asked which branch you would like to go through to, as Belfairs is our largest branch we are hoping this will make it fair between the sites of how many calls they are receiving a day and easier for the patients to get through. We are then hoping we can get the phone system integrated into system one, which means the reception staff will have your details on the screen by your contact number. We will hope to have more information for you at our next meeting and hope we can get a new phone system sorted before the end of the year.
5. We understand our pre bookable appointments get taken quite quickly and we have decided to open appointments on system online 4 weeks in advance instead of 6. We were asked by a patient if we could increase our pre bookable appointments any more than the 25% but unfortunately, we feel this is the maximum we can offer at this present time as we already have a high amount of DNA's daily. We are trying to encourage patients who do not need their appointment they made 4-6 weeks prior to ring us and cancel so we can offer this appointment to somebody who needs it. This last week alone we have had 40 DNA'S (did not attend) between Monday and Friday, this is between our doctors (18), nurses (14) and HCA's (8).
6. We now offer Saturday appointments at Highlands Surgery for Out of Hours. There are nurses, GP, pharmacy and AHP. These can be booked at any time of the week if a patient cannot make a weekday due to work commitments, if they just ask the reception staff for a Saturday appointment, they will let the patient know the availability we have and will give the patient the date, time, and address of Highlands.
7. Text messages are sent out by the system with the way the slot type is set up, we have tried out hardest, but we understand there has been an issue with this due to patients getting messages saying it is a telephone call when it's a face-to-face or the other way round. We cannot unfortunately do anything about this at the moment as we have got to set the clinics up this way. We understand the frustration on this but if you are unsure on whether your appointment is a telephone or face-to-face then please just call the surgery for them to confirm.

8. A patient mentioned to us why we do not offer a walk in clinic service, it was explained that this was something the practice would be unable to do because either we would have no patients coming in and it would be a waste of a doctors clinic or we could have everybody all coming in at the same time and the patients would then have to wait for hours and may not be able to be seen if there was too many. A walk-in clinic does not allow the reception staff to triage the patients and many of these patients could be either spoken to on the phone or directed to other clinical members of staff. As we discussed in the meeting we are always looking at ways that we can offer the most appointments within the resources that we have.
9. We had a few patients in the meeting that gave some positive feedback of certain encounters with our reception staff being helpful and sorting out problems that the patients needed.

The next meeting will be held on 13th April 2023, 2pm at Kent Elms