



# EastwoodGroupPractice

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**Dr T Zaidi**

[www.eastwoodgrouppractice.co.uk](http://www.eastwoodgrouppractice.co.uk)

## PPG MEETING MINUTES

MEETING 13<sup>th</sup> June 2023

### APPOLOGIES

INCLUDING Angela Ince (Practice Manager), KD, MH, and JS

ATTENDEES: JENNY BAILEY (CHAIRPERSON), JENNY ATKINSON (CHAIRPERSON) SOPHIE DAVIS (Assistant PM), SAM HUETT (AMP) & DR T ZAIDI  
PATIENTS: JB, VW, MD, DD, EF, JC, RC, JM, JM & JA  
in total 15 attended the meeting

### Agenda

1. Apologies
2. Practice Managers Update
3. DNA'S
4. Econsult
5. Telephone System
6. Website Update
7. NHS Health Checks
8. Care Navigation
9. Question

1. Jenny welcomed everyone to the meeting and apologized in absence of a few people, including Angela (practice manager).

2. As the practice manager did not attend the meeting, there was no update as such, but we have no new doctors in the practice, and we are now not offering any more covid vaccines as we can not get them due to stock. The pharmacies are still giving out vaccines for the over 75's from what we are aware. This campaign will only run til the end of June.

3. There are still a lot of DNAs within the practice, we are now putting up a sign in our reception area at each branch for all the DNA's we get for the week before, that will include doctors, HCA, and nurses.

JC asked a question: Can we not call all the patients to ask them why they did not turn up for there appointment? Unfortunately, we do not have the staff to be able to do this, it would

mean taking someone of another job to ring patients. Even when we ring the patients it's very hard for us to do anything due to the fact we have a duty of care, so if the patient rings again the following day we do have to give them appointment.

Dr Zaidi explains it's not the same as the dentist, we cannot charge for appointments, and we understand it's frustrating, but this is how the NHS has always worked. We have now started a new system, as per NHS England, we used to be able to open pre bookable appointments 6 weeks in advance, now we can only open them 2 weeks in advance, we are hoping this will reduce the amount of DNA's we have.

4. We do not have any update with Econsult, we are still waiting on how many appointments we have got to give as Econsult. We do not want to be like other surgeries that are all Econsult as we think this will not work within our practice. We will be having a clinical meeting soon to speak with the doctors to see what they think will work within our practice.

5. We have been in touch with a new phone system recently which was one of the systems given to us by NHS England as one that will benefit us. we had a team's meeting with the company last week to show us how the phone system will work. We are yet to find out some more details and then we will decide if this is the one, we want to go ahead with. We hope to have more information on this at the next meeting.

6. JB mentioned about updating the website as there are some parts on their which are irrelevant and confusing now the out of hours are at highlands. We only run our out of hours clinic at highlands, Queensway surgery and north Shoebury have now gone, and we will get this updated on the website.

We are currently waiting for our new website which will be linked with the PCN, this is a brand-new website, and they will all look the same. We are unsure when this website will go live.

7. NHS Health Checks are between 40-70, you will be invited with a letter to get booked in for your check within that age frame. Anybody is eligible for a health check, its just not classed as a NHS Health Check, if you wish to have one of those then please just speak to reception, a nurse, HCA or a doctor.

8. Now we have more services within our practice, the reception staff are now trained in care navigation, which means they can now offer guidance in booking you in with the relevant person which may not be a doctor. We now have our nurses, HCA's, pharmacists, physio, social worker, and social prescriber. These can all be booked through our system just by calling the reception team.

9. JA asked: Would we benefit from having a triage system in place on the day? Sam replied: unfortunately, we would not benefit from this due to the fact we would be taking either a clinical member of staff out of clinic and that is 30 appointments a day we are losing, or we are taking a reception staff of doing the duties they need to do daily. This is not something we will be looking to do.

**The next meeting will be held on 6<sup>th</sup> September, 1:30pm at Kent Elms**