



EastwoodGroupPractice

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Dr T Zaidi

www.eastwoodgrouppractice.co.uk

PPG MEETING MINUTES

MEETING 13th April 2023

APPOLOGIES

INCLUDING MD, DD, JC, KD, SH & T. ZAIDI

ATTENDEES

INCLUDING JENNY BAILEY (CHAIRPERSON), JENNY ATKINSON (CHAIRPERSON)

STAFF: ANGELA INCE (PRACTICE MANAGER) SOPHIE DAVIS (ASSISTANT)

PATIENTS: JB

in total 5 attended the meeting

Agenda:

1. Covid 19 Spring Booster
 2. Doctors, pharmacists, and Ryan (EMERGANCY CARE PRACTISIONER)
 3. Phone System
 4. Econsult
 5. Saturday Clinics
 6. Bank Holiday closures and appointments
 7. Questions
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1. The spring covid 19 vaccine booster is now available. You must be over 75 and not had a covid vaccine in the last 3 months. We do have a clinic you can book in to on Saturday 22nd April at Kent elms, so please book with reception if you wish to have this. This is a brand-new vaccine called Sanofi, all our nurses have had to do training on this. We are currently in the process of vaccinating our care homes and housebonds, we should finish these within the next month.
 2. We do not have any new GPs since our last meeting, our new locum Dr Malla is now doing 2 days with us, a Monday and Friday which tend to be our busiest days. One of our salary GP's is now doing an extra shift for us on a Thursday too. We now have overall 8 Salary GP's and 7 Long Term Locums who work over 3 of our branches, but we are still looking to employ a salary GP.

We also have just had a new pharmacist join our PCN team, who will have allocation with us for any medication queries and reviews once a week, you can book with all our pharmacists by calling the surgery.

Ryan our ECP (emergency care practitioner) is now doing minor ailment clinics as part of his prescribing course. He has also been chaperoning one of our doctors as part of his course.

3. As discussed previously we were looking to transfer from our existing phone system to a new system which integrated into our system one (this is the patients record system). The new system would take us straight in to the patients record when the call is answered, however, new information from NHS England has been released for this year states that all practices need to transfer over to a cloud base system with a list of preferred contactors to use. In view of this we have put any transfer of our phone system on hold until we are able to obtain this new information. However, we will be transferring our phone system later this year, but it has been delayed for the time being.
4. In regarding to EConsult, we are currently looking at ways at which this system will work best for our practice and patients, we are currently looking at a part online appointment service through this system and this will also be in line with updated NHS information that we have received regarding our appointments which will be starting during May. The practice will be having discussion with the doctors on how best this system will work and we will provide further update at our next PPG meeting.
5. We still have our Saturday clinics open at Highlands. This includes face-face appointments or telephone calls. You can book with a GP, pharmacists, practice nurse or AHP (Allied Health Professional). You can book these through out the week if a Saturday suits you more due to work commitments, just call the surgery. We have just had training throughout the surgery of what we can and can not book in these clinics.
6. As you are aware there is an extra bank holiday on 8th May for the Kings Coronation and we have now been told we will be shut, alongside the 1st and 29th may. On the Tuesdays after the bank holidays, I have changed the rotas so there is no pre bookable appointments or GP follow up's so patients have more of a chance to get booked in after the long weekend. I will add the dates we are shut on the website too.
7. Question JA – When booking a telephone call can it be from the time you are open to the time you shut with nurses?
Unfortunately, there is no time on telephone calls, as these can be done throughout the day if the nurse or GP gets a DNA. We have to put the telephone call in an appointment and have explained that we will send a note out to all the nurses to try and call when the appointment time is. Also explained we will ask the nurse to let the reception staff know if they are running late and they can give the patient a call to let them know they will still be getting a call.

The next meeting will be held on 13th June 2023, 1:30pm at Kent Elms