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Dr T Zaidi

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PPG MEETING MINUTES

MEETING 25.03.25

APPOLOGIES

DR ZAIDI (PARTNER) SOPHIE DAVIS (APM), STEPHEN AYLEN (MP) & MD

ATTENDEES

ANGELA INCE (PM), DR LAL (PARTNER) SAM HUETT (ACP) JENNY BAILEY (CHAIR) JENNY ATKINSON (CHAIR), JB, DD, VW, KD, KC, MH.

Agenda

1. Minutes of last Meeting
2. Practice Update
3. Update from MP
4. Digital

*Jenny B opened the meeting and went through the minutes of previous meeting, all of PPG members were happy with the minutes and these were signed off. **JB** also asked if **AI (PM)** had seen the email she had received from our local MP and forwarded. In reply to the email, she sent to the local MP about the increase in national insurance for general practices, which is going to put an additional strain on their workforce. She had asked for copies to be made for the group.*

***AI (PM)** had not seen, therefore, asked if **Jenny B** could resend to her. The email content was he understands the frustration and will be looking into this matter. **Dr Lal** also said he had personally brought this subject up with our local MP as he also was concerned how this might impact surgeries.*

***JB** asked what the situation was with 346 Rayleigh Road as it had been announced on Facebook it was closing on 31st March and this was the first we had heard. **JA** also commented that she had only been contacted by the ICB asking for her comments of what the PPG thought of this the day before it was on posted on FB, that a press release that was going to be put out, therefore, very surprised to see this on FB the very next day!*

***AI (PM)** apologized that sadly this was put out before the Practice had a chance to announce it officially themselves. 346 will be officially closing on the 31st March. The girls will remain at the practice for the next 4 weeks, but the doors will be closed, and patients will not be able to gain access. **AI (PM)** advised that although the doors would be locked if they saw that patients needed help, they would go to speak to them. All patients were advised by text message that the closure will be happening on the 31st March, for the remaining 700 patients who did not have a mobile number a letter explaining the closure was sent first class in the post, so all patients have been advised of the closure. As mentioned previously, all staff will be remaining within the practice and will be moved to the branch of their choice. **JB** asked if the Practice asked for this date **AI(PM)** that was the date they were aiming for!*

***Question from the floor** – I have a mobile phone, but it is not a smart phone, and I cannot access Apps or Website. How can I request a repeat prescription as can't take to the chemist anymore so used to*

hand them in at the reception. **AI(PM)** asked them to speak with her after the meeting and she would advise and help.

Question from the floor- Will this make a difference to the number of GP appointments? **AI(PM)** No reduction in appointments.

The only staff change is we have welcomed Dr Tayo to the practice, he will be working with us 5 days a week.

Parking at Kent Elms

Q – Has anything been identified or put in place how to help with the car park use at Kent Elms?

A – AI(PM) We are trying to stagger appointment times during the day. The problem is everything must go via the Council. The car park is for the GP surgeries at Kent Elms plus the library.

Q - Could the council send out letters to the shops, dentist and schools to say private car park and for GP and library use only?

Q – Could a registration recognition system be used?

A – AI(PM) Not an easy process as has to go to meeting with the Council plus get all bodies affected by it onboard!

JB – How many are used by staff?

A – AI(PM) Continuing to look at ways to help!

DD – Disabled Spaces- One by the entrance, not useable if need to up tailgate to get wheelchair out as opens over entrance pathway! Could they be moved?

A – AI(PM) Again difficult as must go via the Council. Will investigate!

Surgery Update

AI(PM) The biggest change to the practice will be that from the 2nd April 2025 the practice will be going total triage. This will be for all clinical appointments apart from MSK, HCA and nurses, these will be booked in the normal way and there will be no change.

As a practice we have been looking at how we was going to achieve our digital service from December 2024 and to give a bit of background of how we came to the decision of how the digital service will work we investigated all of the NHS digital platforms we could use and we felt that System Connect, as this was already integrated in to our clinical system which is used widely in our local area, that this was the best and easiest system for our patients to use.

Our ACP completed a piece of work going through over a month of all clinical appointments triaging these to see how these appointments could have been broken down, e.g. was these urgent on the day appointments, was they urgent for on call, weather these patients could of waited between 1-3 days or if they could of waited to between 4-10 days so we could get a good understanding of how our Rota's would need to be set up for our GPs and ACP's & pharmacy first going forward, to make sure we had sufficient availability for all our digital requests. Our digital service will be running between 8am-6:30pm.

We also visited and had several meetings with a practice in Chelmsford who had already gone live 3 months previously on the same clinical system that we will be using, this was to enable us to gain comprehensive knowledge of how they run there service, how they set up there Rota's, how they made sure they had sufficient appointments, any pitfalls they had come across and feedback they had received from their patients, so we could set up the best possible system from the beginning. We will be auditing and tweaking the system as we go along to tailor to our practices needs and we will be regularly sending out text messages to our patients to obtain feedback and will be having regular meetings to upgrade and improve the service as required.

How we have set up the service, patients will be able to access our system connect which is on our website, which gives further instructions, information and a video with a step-by-step guide on how to click on the link to complete a triage form. Patient will also be able to complete this step using their system online app and the NHS app. When a patient clicks on the link provided, they will be taken to a menu of common conditions, they would then click on that condition which will take them to a questionnaire that needs to be completed, once completed and sent this will be received at the practice, where a clinical member of staff will triage the questionnaire, the patient will then be sent a link in order for the patient to be able to book their own appointment, this will either be an

appointment on the day, book within 1-3 days or 7-10. Once they are triaged, they may be offered alternative appointments such as pharmacy first, pharmacist, MSK, nurse, HCA or asked to seek more advice from their local pharmacy.

For patients that DO NOT have access to the internet, email or mobile phone, when they call, they are advised to stay on the line where a member of our admin team will complete the form for them, this will be triaged in the same way and a member of our admin team will contact you with an appointment or alternative appointment as per above. Alternatively, you can attend the surgery and complete a triage form using one of our iPads that we now have in our reception area at both our sites, reception staff are available to help patients with this if needed.

We will be monitoring this service constantly and if you are sent a link to book an appointment there will always be one available for you to book, if for any reason there is no appointment, please contact the surgery whereon our admin team will be able to advise you.

The links are only active to book an appointment for the period you have been advised.

This new service will stop the 8am rush and stop holding times on the phone; you are able to complete a triage form at any time between the opening hours.

SH (ACP) – Said that better to access appointments via the NHS App, if you have, as has your medical history/information.

As part of the new service, there is also an admin section which will enable you to request non urgent medical questions that can be completed by our admin team such as medication requests, blood forms, general questions and FIT NOTE requests, where replies or paperwork will be sent to you directly to your email or mobile number.

As a practice we feel this is a very positive way forward and will give our patients the comfort of knowing that they will be offered an appointment or clinical advice for every request we receive.

JB – Eventually – initially it will cause a lot anxiety for a lot of people.

PCN (Primary Care Network)

Were initially 5 practices but are splitting into 2 Networks. Pall Mall and Highlands Surgeries going to be known as SS9

Dr Krishnan, Leigh and Eastwood Group Practice make up the other PCN

Blood Test

Dr Krishnan and our Practice are looking at using our extended hours to have a phlebotomist on Saturdays.

Questions below by PPG.

Q - JB A drastic change for patients. What about those patients who cannot cope with digital in any way?

A - AI(PM) The Practice is never going to be 100% digital. Dr Zaidi and Dr Lal just do not want to go that way. NHS Guidelines though, are that GP Practices must be 50% digital. There will be extra staff initially until settled down. If you request an appointment, you will get a response

Q - MH How do you specify what GP you want to see i.e. for continuity of a specific clinical problem?

A - AI(PM) You will have the opportunity to book with who you see as all GPs will have slots.

Q - What about blood test results?

A - AI(PM) We will send a link for all information

Q - What is the response time when call in?

A - AI(PM) It will be the same day triaged – open 8am until 6pm

Q – DD Will it cope with one phone number for 2 patients?

A – AI(PM) Yes, you will be asked what number or email address you want to be contacted on. Will go by the phone number you put on.

Q – DD Will there be a facility to give constructive feedback?

A – AI(PM) Yes, definitely

Jenny B asked if we could have an interim meeting and the group agreed, to be held after 4 weeks to discuss how the process was going, and it was agreed the next meeting will be below.

29th April 2025, 1:30pm at Kent Elms

Meeting closed at 3pm