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Dr T Zaidi

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INTERIM PPG MEETING MINUTES

MEETING 29TH April 2025

APPOLOGIES

Dr Zaidi (PARTNER), Dr Lal (PARTNER), Sophie Davis (APM), JB, MH, JC, MD

ATTENDEES

Angela Ince (Practice Manager), Sam Huett (ACP), Jenny Bailey (Co Chair), Jenny Atkinson (Co Chair), KD, VW, DD, LG

Meeting opened by **JB** who thanked people for coming but thought disappointing re numbers as hoped we might have encouraged more patients to attend as such a big change.

JA - welcomed a new member to the Group **LG**

JB - Discussed how feedback/comments on social media were not good. A lot were from people who are not patients of the Practice. She always comments that if patients of the Practice please join us at our meetings and have your say rather than using social media.

JA - said how yesterday received apologies from **JC** as unwell and would not be able to attend but how she heard from her this morning that as felt she needed to see a Dr completed form online and 5 minutes later received an appointment for 9.25am this morning. She asked for this to be fed back 'a complete textbook scenario'.

JA - MH gave apologies and said had used systemconnect yesterday and not heard back. Could not find anywhere that showed sent successfully. **SH** - would look at the end of the meeting.

SH - Said that this is amongst the feedback they have had and are tweaking the system to show request successful. Discussed, how the best way to access Systemconnect.

JB - Said that whilst she herself waiting in the waiting room as had an appointment, she heard a receptionist telling a patient who wanted to book an appointment for his daughter that he would need to go online and complete a form, when asked again, he was told you to have to do online. **AI/SH** - described how this should have been responded to as they have a tablet at each surgery to show patients how to access or if patients haven't got access how they can still get an appointment.

JA - Whilst waiting for the meeting to start she heard a patient speaking to a receptionist and who had been told the day before that she would have to do online. Receptionist advised her that was not the case and continued to explain the ways she could access an appointment. The lady asked, so I must do that at 8am and the receptionist advised that she could do anytime.

JA/JB - both said perhaps this could be investigated! **AI/SH** both said girls have had training, but they will investigate this and ensure staff aware of procedure.

Surgery Update & Feedback

AI and SH explained how the system has been working since it went live in April as has now been running for a month. It has been going well with the max number of requests in one day hitting 278 all of these having received a response in either an offer of an appointment or advice. The appointments available are being regularly checked to make sure that there are enough appointments available for the links being sent out. Additional training and reminder to the staff to make sure if a patient is unable to complete a template this is being done over the phone for the patient. Also, additional help is being given via the tablets for patients coming into the surgery.

The messages that are being sent out are being investigated to add additional messages to help patients such as advice re dental or eye issues and where to do to. The wording of the messages on the links are also being checked and changed where needed. Also, the appointment clinics are being regularly checked to make sure there are enough follow up and telephone call slots in each clinic.

A survey was sent out to patients after 2 weeks with a series of questions to obtain feedback and suggestions from the patients. These results were put together in hand outs for the group and the records were discussed and explained by Sam. Please see the attached reports that there produced from the results. A further survey will be carried out at the end of May and the results discussed at the next clinical meeting for further improvements. These will also be discussed at the next PPG meeting.

Questions from the floor after listening to update from S/H and A/I. Also, after SH talking us through handouts.

JB – Asked if you needed a repeat of an acute prescription item i.e. eye drops that needed to be used for a certain amount of time or that only have a lifespan, could you use systmconnect? SH – Yes, fill in the relevant section and that can be done and sent to your chemist. NOT TO BE USED FOR NORMAL REPEAT PRESCRIPTION REQUESTS.

JA – Can you request blood test forms via this also?

HA – If you have been advised to repeat bloods in a certain amount of time by pharmacist/or clinician, they can see from notes, and these can be issued. Also, if you have a UTI (urinary tract infection) this can also be covered that way as prescription can be issued and sent to your chemist, with advice such as if no better in 7 days to get back in touch or can be advised of other route if needed.

JB – Car Park – Any update? AI – Yes, the council are sending letters to the shops, other parties in the parade plus school advising that the car park is purely for the use of the Surgeries and the Library.

SH – Said GPs have a section for booking follow-ups if they need to do so!

JB - re follow ups – Asked if a patient wanted to book a follow up (not initiated by GP) with the doctor that they wanted as her friend said she saw a doctor who is taking her problem seriously and she wanted to keep with him! SH – said that on booking there is a list of available doctors working.

SH – Handed out copies of graphs taken from feedback from questionnaires submitted re the using the system, plus handouts of how these are being acted upon.

JB Date of next meeting discussed whether early or later pm. It was agreed as have done later ones to see if it would encourage more patients to attend and as hadn't over the last couple years agreed to stick to early afternoon.

SH – As promised SH checked re MH and advised when request logged in and when actioned and message sent back. Patient needs to check and follow the link. JA will advise.

Next meeting 10th June 2025 at 1.30pm at Kent Elms

Meeting Closed.