

Meeting: PPG
Date: Tuesday 26th September 2023
Location: Hockley
Time: 18:30 – 20:00

Attendees:

Kerri-ann Lee Practice Manager
Imogen Meddle PA to Management Team
Ian Foster PPG Chairman
Gill Jones PPG Member
Graham Venour PPG Member
Stephen Sedge PPG Member
Claire Whitebread PPG Member
Yvonne Claydon PPG Member
Yvonne Murray PPG Member
Trevor Cameron PPG Member

1. Ian welcomes members.
2. Ian says that he feels like the phone system is better. PPG members complimented the surgery for the flu/covid clinics that were run on Saturday 16th & 23rd September 2023. We saw over 1500 patients on each date. Ian asked if there has been a drop in patients wanting a covid booster – Kerri explained that more people wanted them. Kerri also explained about why the dates for the clinics had been changed around so much and this was due to NHS England giving out information and then changing it and sending it out to GP surgeries last minute. The staff had to change thousands of appointments, which caused some confusion for patients.
3. Kerri explained that getting consent for SMS from patients is still in progress. This may take a while to complete.
4. Imogen explained that creating the QR codes are on hold at the moment.
5. A PPG member queried about hospital correspondence not being sent to a patient and Kerri explained that the hospitals are meant to CC a patient in all letters that are sent to GP surgeries. This is up to the hospital to do.
6. A PPG member explained about a situation where their family member's appointment had been cancelled but the individual wasn't told. Kerri explained that the clinic was cancelled last minute due to staff sickness and usually staff will contact

all patients by phone (if unable to get through, staff send a text.) – In this case, the staff member was new and missed sending texts to some patients. This doesn't generally happen and staff were made aware.

7. Extension plans – an architect has drawn up plans for the surgery extension. This includes 15 new rooms. A PPG member asked about the timescale of the project but Kerri said she is unsure as she needs to meet up with the architect again and then go to NHS England with the plans. Kerri asked PPG members to email any info to Imogen if they knew of any building companies that they would recommend.
8. New staff – the surgery has 2 new Care Navigators. There is also a new HCA being trained whilst studying. A new Pharmacist from the PCN has started and has 2 clinics a week with Church View/Jones.
9. Kerri explained that some of the doctors work from home on some half days for phone call appointments. This is to free up rooms in the surgery as we have a lot of staff.
10. Other future plans – we will be looking into possibly getting the digital screens that display a patient's name and the room number of where their appointment is (with sound for visually impaired patients.)
11. Kerri told the group about how the surgeries will be changing phone providers. This is something NHS England has told GP surgeries to do. NHS England also choose 4 different companies within the UK and the surgery must choose one of the 4 companies.
12. Kerri spoke about the Certificate of Excellence that was awarded for the surgery at The Essex Medical Society Annual Awards Event at The House of Parliament. A PPG member suggested that this should be displayed on the wall. Kerri will look into this (currently on website/social media and Imogen to put on the TV display.)
13. A PPG member asked about the booking in screen at Hockley as it doesn't currently work. NHS England are apparently looking in to supplying these for all surgeries, so Kerri will wait to see if they do before buying a new one. The screen at Rayleigh does work.
14. Next PPG meeting will be Thursday 30th November 2023, 6:30pm at The Jones Family Practice.