

Meeting: PPG
Date: Thursday 30th March 2023
Location: Hockley
Time: 18:30 – 20:00

Attendees:

Kerri-ann Baker Practice Manager
Stacey Linnen Clinical Manager
Liz Barnes Assistant Manager
Imogen Meddle PA to Management Team
Ian Foster PPG Chairman
Yvonne Claydon PPG Member
Gill Jones PPG Member
Graham Venour PPG Member
Mohammed Amin PPG Member
Yvonne Murray PPG Member
Allan Adkin PPG Member
Trevor Cameron PPG Member
Claire Whitebread PPG Member

1. KB introduces us all and welcomes members. SL explains how busy it has been since the senior admin/management changes.
2. KB goes through previous minutes and Ian Foster explains that he has advertised our OOH services through his social media.
3. KB and SL explain that the board with the GDPR information is standard NHS ruling and that we must display this in the waiting area.
4. KB explains that we are going to start sending SMS messages/emails to all patients with any new surgery information. She has consented all mobile numbers for patients and now needs to consent all email addresses. This will save sending multiple letters to patients.
5. Imogen will be editing the LGBT board in the waiting area – this will be shared with ‘Veteran Friendly’ GP information.
6. A PPG member said that Yardley’s chemist does a newsletter – suggested we could ask them to advertise our OOH service in there. It was also suggested that we could

ask Rayleigh Vision magazine to post an advertisement as well. KB says she will mention this during a PCN meeting – it will need to be agreed with all surgeries within the PCN, not just our surgery.

7. Since bringing back a third desk care coordinator, the waiting times has improved tremendously. During March at The Jones Family Practice, 4021 calls were made from patients on only 114 were not answered. SL explains that Covid-19 booster invites were sent out last week, which is why the phone lines may have been busier than usual. Our phone contract runs out this year and KB will be looking in to others. One member mentioned that some companies offer a call back service for patients that don't want to wait on hold, KB will look into all of these services.
8. KB explains that since we have been opening on Saturdays, we have gained a lot more patients from other surgeries.
9. KB presents the figures for appointments given in 2022: 70412 (without the DNA appointments)
10. KB explains we will be having just 1 doctor per site on call for the day (previously there were 2 on call.) The on-call doctor's appointment slots will be 15 minutes, as they get more interruptions throughout the day, and the doctors that are not on call, will remain at 10 minutes per slot.
11. SL talks about the Pharmacy Referral Scheme. She explains that staff are being trained for this and that it will be good for patients that want appointments for sore throats/headaches etc. These patients will be referred to a pharmacy and given advice/treatment through them.
12. Appointments will all now be released from 8am. Patients cannot call back for slots at 1:30pm anymore. This is an NHS England rule.
13. Staff updates: Liz Barnes is now Assistant Manager and we will have a new GP starting at Rayleigh, Dr Verissimo. KB has also employed 5 new admin staff members. We also have a new Pharmacist, Beth Clayton – she will be conducting medication reviews.
14. KB explains what QOF is and how it has now changed to long-term healthcare checks (LTC.) SL explains that patients will receive an invite for their long-term healthcare check during their birth month. This will save patients having to attend for multiple appointments throughout the year.
15. KB explains that we provide a muscular skeletal/physio service (Dan) and that we also looking in to providing a social prescriber. This will be great for patients that need help with mental health/need help at home with certain things.

16. A PPG member suggested some of them volunteering to help the surgeries. KB to look into this.
17. SL explains about HRT prescription prepayment certificates. This information has now been posted on our social media accounts and website. The certificate is good for patients that are paying for their prescriptions still. It costs £19.30 a year and you can get as many HRT prescriptions as needed.
18. Other suggestions from PPG members included a photo wall and appointment reminders being sent.
19. Next PPG meeting date TBC for June 2023.