

Meeting: PPG
Date: Thursday 22nd February 2024
Location: Hockley
Time: 18:30 – 19:30

Attendees:

Kerri-ann Lee Practice Manager (KL)
Liz Barnes Assistant Manager (EB)
Imogen Meddle PA to Management Team (IM)
Ian Foster PPG Chairman (IF)
Claire Whitebread PPG Member (CW)
Yvonne Claydon PPG Member (YC)
Yvonne Murray PPG Member (YM)
Allan Adkin PPG Member (AA)
Graham Venour PPG Member (GV)
Stephen Sedge PPG Member (SS)

1. IF welcomes members and reads apologies.
2. KL recaps previous minutes – QR codes were unfortunately not working, due to having to sign up to a website to view but IM has now rectified this and the QR codes are working. (Scan from phone camera and click the link.) KL explains we are still waiting for fibre to be installed so we can update to the new telephone system. KL says that Alicia (HCA) is progressing with her training and that wounds training is nearly complete.
3. KL explains that Professor Mahmud is now the Educational Supervisor for the surgeries and a new Registrar should be starting during March. KL also tells the committee members that the next rotation of FY2s will be starting soon.
4. KL says that we are open every Saturday until the end of March 2024. This is due to the pressures that build up during the winter months. These appointments are pre-bookable.
5. Expansion updates – KL shows committee members plans – members seem happy with the plans. KL had a meeting with Rochford Council and they said they are happy with the plans – this can now take up to 8 weeks for approval once signed off and then potentially take 3 years to complete extension. YM asks where patients will go during building works and KL explains they should be downstairs in the waiting area as usual. Some staff will be working from the Rayleigh surgery and some admin staff

from home during this as well. After the plans have been officially approved, KL will need quotes from different building companies. KL explains that they would like to offer more clinic space for minor ops, coil removals, vasectomy etc once there is more space.

6. Fundraising ideas – SS and CW offer to oversee fundraising – this will be on the agenda for the next PPG meeting. If anyone has ideas, please bring with you to the next meeting.
7. AOB – KL explains the Lloyd George notes have now gone and that admin staff have been moved downstairs at Church View Surgery. YM explains that it can be frustrating when a patient is on hold but has no idea for how long or why, YM says it would be good to have a separation between staff answering queries and booking appointments, but KL said we can't separate the phone calls. This is something that will be looked at during the expansion process.
8. LB tells committee members that there are now adverts on TV for ways in which pharmacies can help ease the pressure and see patients for certain ailments. IM to send a list of what pharmacies can help patients with. This list will be attached to email to PPG members.
9. Next PPG meeting: Thursday 30th May