

Meeting: PPG
Date: Tuesday 1st October 2024
Location: Hockley
Time: 13:30-15:00

Attendees:

Kerri-ann Lee Practice Manager (KL)
Liz Barnes Assistant Manager (LB)
Imogen Meddle PA to Management Team (IM)
Stephen Sedge PPG Member (SS)
Yvonne Claydon PPG Member (YC)
Peter Joyce PPG Member (PJ)
Anne Snelson PPG Member (AS)

Apologies:

Ian Foster, Gill Jones, Claire Whitebread, Karen Moss, Graham Venour, Allan Adkin

- KL welcomes members
- KL updates members on staffing updates. 5 new foundation doctors (FY2s) on rotation for 4 months and 2 registrars on rotation for 6 months (1 is starting end of the year.) Dr Jayasuriya has now moved over to Hockley from Rayleigh permanently and is helping with debriefing the FY2 doctors. Dr Jayasuriya has had training for this. We also have a new paramedic, Goska who works full time at Hockley and 2 new pharmacists, Kevin and Samijo. We have a new phlebotomist, Gill, who has over 30 years experience within the NHS.
- We are now open every Saturday instead of every other Saturday and pre-bookable appointments are available. KL is going to trial an HCA/nurse clinic for Saturdays to see if it works well.
- Expansion updates – KL explains expansion updates to new members and explains how they are still trying to get the funding for it. KL also told PPG members how 2.5k patients joined the surgery within 1 year and that we have to accept all patients – this means we need the expansion for the extra clinical rooms to facilitate the patients. KL has a meeting in a couple of weeks regarding the expansion.
- KL goes through the fundraising list given by Stephen & Claire and Stephen says he will check the legal side of things for JustGiving. YC mentioned the idea of the ‘buy a brick’ that the day centre did. LB to check with NHS England about the rules on fundraising and what we are allowed to do – to update at next meeting.

- KL explains that all of the Lloyd George notes have completely gone now – everything is online.
- KL asked how the new phone system had been – positive feedback. Kerri-ann explains how the new ‘call back’ system works.
- New media screen at Hockley and new check in screens at both sites – both working well.
- YC mentioned that sometimes it is daunting taking blood pressure on the machine in front of everyone in the waiting room. We have now moved the BP machine around the back of the surgery, by the HCA room – more privacy for patients.
- YC also mentioned about the chairs with 2 arms. KL explained that the new chairs we have are attached with an arm each end – this is due to an original security risk, where patients have previously thrown chairs. The new ones are attached and heavier to avoid this.
- KL explains how many Rayleigh patients have been coming to Hockley for their appointments (400 during July)

AOB

- AS asks why the building works are taking so long to start – KL explains how she is still trying to get the funding, this can be a long process.
- AS asks about what happens with bad feedback – LB deals with complaints and complaints are also taken to the partner’s meetings.
- YC asks about having a clock in the waiting area – IM to see if we can add this to the TV media screen.
- Next PPG date to be confirmed.