

Meeting: PPG
Date: Tuesday 3rd December 2024
Location: Hockley
Time: 16:00-17:30

Attendees:

Kerri-ann Lee Practice Manager (KL)
Ian Foster PPG Chairman (IF)
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)
Michael Whiten PPG Member (MW)
Claire Whitebread PPG Member (CW)
Graham Venour PPG Member (GV)
Pat Haddon PPG Member (PH)
Jim Haddon PPG Member (JH)

Apologies:

Gill Jones

- All members introduce themselves.
- IF talks about the expansion on building and the local developments. IF goes through the process that has been happening since 2023 and everything that has been done so far by the surgery team. KL explains about the extension of the Hockley surgery and how they have only been offered a certain amount of money, which will not cover the costs. KL talks about how to new clinical rooms that have been created and how the surgery has less space for admin now. All admin staff have moved to the Rayleigh surgery and KL/IM are at Hockley in a room that is being used for mostly storage. Eventually, this room will be another clinical room, so KL will need to find a workspace for them elsewhere as Rayleigh is now at full capacity.

- Staff updates – 5 new foundation doctors on rotation for the next 4 months, 2 registrars (a third starting next year), paramedic, medical student and a new PCN doctor. There are 4 pharmacists working over both sites. Alicia (HCA) will be starting her nursing apprenticeship early 2025.
- KL shows PPG members (specifically to show new members who are unaware) examples of rotas and how many are given out each week. She also explains how we are open every Saturday now instead of every other.
- New changes since previous meeting: blood pressure machine has been moved to the back of reception, after YC's suggestion. This has proven to be a positive change as it's in a more private area. New phone lines have now been installed and we have received a lot of positive feedback regarding waiting times and the new call back feature.
- KL tells new members that we get over 2000 new patients registering a year at the surgery.
- KL explains how the practice no longer needs ID from individuals when they register. Patients can also register from any area. KL also explains how everything is linked online and when a patient registers/transfers from another surgery, their record is sent electronically from the previous surgery.
- YC asked why they saw a different doctor, when they were initially booked in with someone else. KL explained this can be due to staff sickness or annual leave being booked.
- PH asks about how we facilitate appointments for hearing impaired patients. KL explains that the appointments are booked and then IM is tasked to book a BSL interpreter (via Language Empire.) IM explains she must give notice to the company (generally 1-2 weeks.) This can be frustrating but we must go with the company that are approved by NHS England. We are unable to use apps as it could cause security breaches etc. (due to not be NHS England approved.) KL explains how we communicate with the patients via SMS. Sometimes individuals come in and will write queries down as well.
- Date of next meeting TBC