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**Central Surgery**

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**PPG Meeting**

Date: 9th December 2024

Location: Central Surgery Time: 12:30

**Present:**

 Dr Kumar, Jacquie Hardy, Kenneth Field, Sandra Field, Ralph Weeder, Geoffrey May, June Lockstone

 **Apologies**:

Ronald Page, Keith Brown. They arrived at 11.40am thinking the meeting was at 12. They were unable to wait.

Jan Lenny (Practice Manager) Medical emergency

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|  |  Meeting without set agenda |  |
| **1.** | **New Practice Manager Introduction**Jan Lenny was unable to attend due to a medical emergency |  |
| **2.** | **Southend Victoria Primary Care Network (PCN) Services Update**Winter pressure fundingDr Kumar explained all about our PCN on how it is improving and the appointments they offer. Our winter access appointments were explained fully. These are initially for respiratory problems, chest infections etc, but any appointments left on the day can be used as routine. These are based at Queensway. |  |
| **3.** | **Website Update**Not covered today |  |
| **4.** | **Increase list size**Dr Kumar explained we have the capacity for around a further 1,200 patients at our Central site. We asked for suggestions on how to promote this. KF said it is hard to be able to promote patients for Central when they are in the Thorpe area. JL will have a think. Putting out leaflets was mentioned. KF said that the site where Nazareth House stood is having residential buildings built, so that will potentially increase our list size. |  |
| **5.** | **AOB**Dr Kumar told the group about our recent infection control inspection and from the ICB. Both were good, with only a couple issues being raised. These were explained to everyone. RW expressed his concern regarding an elderly neighbour, trying to get a blood test. He said it is hard for Thorpe patients to get to places. He wondered if Norton Place could be used by our patients for blood tests. Dr Kumar will enquire. The process of how to book a blood test was explained and the rules around having a domicillary appointment.He also mentioned an incident where his elderly neighbour’s relation had phoned for a home visit. Apparently the GP told them to call 111. Dr Kumar said this was totally unacceptable and has asked for more information around this, including the time and day. All our calls are recorded, so this will be looked into further.GM was a little concerned that bloods were taken when he came for a diabetic appointment. He was not given an explanation as to what they were for or why they were taken. Dr Kumar said this should not happen and always ask if you don’t know.He also asked why there was a 15 day delay in receiving an appointment for a telephone call. It was explained that a telephone appointment takes the same time as a F2F. The delay could have been down to a GP being on holiday. We have same day emergency appointments and try to have pre bookable within a weeks notice.GM was not happy with all the text messages he receives and finds it hard to follow any links. His record has now been set to receiving emails only.The parking was mentioned at both sites. Stating that it is hard to get a parking space, although today at Central was easier.Also our staff were praised saying how lovely they all are.Our reception screens were mentioned. GM felt that they make the surgery appear closed and are not very patient friendly. It was explained the staff have asked for them to stay for infection reasons. This will be discussed with the Practice manager and Dr Kumar.Dr Kumar thanked everyone for coming and said our meetings will resume on a 3 monthly basis. Our next meeting has been arranged for Monday February 10th at 12.30. |  |