

SIDNEY HOUSE AND THE LAURELS SURGERY

PATIENT PARTICIPATION GROUP MEETING

MINUTES OF A MEETING HELD AT THE LAURELS SURGERY, 2nd October 2019

Members present:- John Galley (Chairman, JG), Ann Martin (AM), Peter Elkington (PE)

Surgery representatives:- Dr. Wasim Siddiqui (WS), Beverley Jones (Practice Manager, BJ)

1. Apologies for absence

Apologies were received from Vanessa Benson, Bob Farrell, Barbara Carr, Alexandra (Ally) Jones, Katrine Brewer and Robert Bates.

2. Minutes of last meeting / Matters arising

An adjustment was requested to be made to the minutes of the last meeting regarding Section 8 Committee membership and continuing contributions being made by members. The changes were marked up on the minutes at the meeting, then signed by JG as a true record.

3. Practice update

(a) BJ advised that there had been an increase in the time spent by patients waiting to be connected when telephoning the surgery. An investigation was under way to see if this had some pattern, or was attributable to new surgery staff dealing with incoming calls.

(b) It had also been noticed that numbers of patients telephoning the surgery following the flu jab announcement had been cut off. This was believed to be the result of high numbers of incoming calls at that time, and was being investigated with the telephone provider.

(c) BJ stated that DNA's had been well below average for 5 weeks of the summer holidays, but had risen again during the 4 weeks preceding this meeting, and were hovering around 22 each week. The rate of DNA's was still lower than in 2017 and 2018.

BJ advised that since the last meeting 14 people had been removed from the Practice List for non-attendance, 2 being allowed back in after appeals to the Partners. 1 patient had been instantly removed from the Practice List for threatening behaviour and subsequently had been arrested. Despite complaining to NHS England this patient will not be permitted to re-register.

(d) BJ advised that following discussions with NHS England a change to the Practice boundary has been agreed, with the boundary now at the area of the Boreham Interchange (A12). Following this change, the Practice will be reopening its list.

Note: the website 'catchment tool' cannot be updated to reflect the new boundary changes and a new tool is being sourced.

(e) BJ advised that the Practice has a full complement of staff, with a new registrar joining in February 2020. BJ said that the Practice is now in a better situation than previously: registrations have increased, staffing has improved and services have improved.

(f) A question was raised by JG regarding the increased use of Boreham Surgery with the introduction of the new Bloor homes. BJ stated that the hub will remain at Hatfield Peverel.

(g) BJ advised that there had been a full uptake of Saturday Clinics.

4. **Flu Campaign 2019**

WS advised that all was in hand. There are new fridges on both sites and a full allocation of the influenza vaccination was expected. A plan was in place. BJ would ensure flyers were in place in all the news-stands.

5. **Newsletter**

In order to publish the next newsletter in a timely manner, articles provided by AM were discussed, reviewed and hand-amended at the meeting. AM agreed to edit the proposed newsletter accordingly and to email the revised newsletter to Beverley as soon as possible.

9. **AOB**

BJ advised that attendance at PPG meetings would be rotated amongst the 3 Partners.

10. **Date of next meeting**

Wednesday 4th December at 7pm.

AM/PE 29/10/19