



College Health Ltd

East Tilbury Medical Centre
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PPG Meeting 13th July 2017
East Tilbury Medical Centre

Attended:-

Jan Fawsitt - Chair

Lena Sewell - Vice Chair

Jill Keeble-Smith - Practice Manager ET&C -Secretary

Apologies:-

Sharon Hogarth - Area Manager College Health Ltd

Chris Bowling-Cook

Roy Sewell

JKS welcomed everyone to the meeting before the following topics were discussed.

Annual General meeting:-

As it was a year since this PPG had been meeting this meeting was to be the AGM. Jan was happy to continue as chairperson & Lena was persuaded to become vice chairperson. Jill offered to be secretary.

Letter from NHS England re Procurement:-

The recent letter from NHSE was discussed; JKS informed the meeting that the surgery had not had any calls from patients regarding this letter, so assumed that the patients understood what was happening.

The importance of having a PPG:-

Discussion took place around how to attract new members and how to advertise when the meeting where going to be held & when, it was suggested that we alternate



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between evening & afternoon meetings. That posters advertising the meeting were displayed in both surgeries, that maybe tx or emails could be sent in bulk from the computer system & social media could also be used. Add PPG leaflet to new registration paper work. Have PPG member at surgery when flu clinic was on to promote & give out PPG leaflets.

College Health News:-

College health have recently employed Susan who is a paramedic with lots of excellent skills, she will be working alongside the GP;s to continue to give excellent care to our patients, especially the End of life, house bound and the carers, who are sometimes forgotten. College Health has also employed 2 pharmacists whose expertise is invaluable; they will also be working besides the GP's as small part of their job will helping with medicine reviews and medication queries.

DNA'S:-

JKS gave the DNA figures for May & June JF & LS where both very shocked by these figures. JKS explained that when booking the original appointment we checked mobile phone numbers & sent a tx, we then sent reminder tx on the day of the appointments, but we still had over 11 hours of wasted appointments. Posters are displayed in the waiting rooms with the DNA's numbers on them. It is an ongoing problem and no robust solution had yet been found.

On Line services:-

JKS explained how on line services work & the importance of increasing the number of patients that use this service.

eConsult:-

JKS explained how eConsult worked and how exciting this new concept was.



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Friends & Family:-

JKS read out some of the comments on the F&F cards. (Which were randomly picked & all positive comments)

Local Area Co-Ordinator:-

Karen who is our LAC for ET is sadly moving to pasture new, and we all wanted to wish her well in her new role and thank her for all her hard work. We would like to welcome her new successor Samson and we look forward to working with him.

Social Prescribing:-

JKS explained the role of Lorraine our social prescriber at the benefits that her services had had on the surgery.

Any Other Issues-

Vish the local pharmacist has asked if he can attend one of our meetings to explain his role in the community.

PPG Networking meeting is to be held on the 24th July at 12.30pm at Oddfellows Hall Dell Road Grays.

JKS thanked JF & LS for attending today & their input.

Proposed date of next meeting 5th October 2pm at ET (to be confirmed)