PPG Minutes

Monday 25th March 2024

15.00

Ballards Walk Surgery

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| Attendee |  | Organisation |
| Jackie Mellia | PM | Ballards Walk Surgery |
| Karen Gooding |  | PPG |
| Gill Hooker |  | PPG |
| Debbie Cook |  | PPG |
| Dorothea Jacobs |  | PPG |

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| Apologies sent |  | Organisation |
| Eileen McCarthy |  | PPG |
| Franco Korosec |  | PPG |

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| Agenda  Item No | Minutes |
|  | **Welcome and Apologies**  Introductions went around the table. Apologies were given as above. |
|  | **Agreement of Minutes and Matters arising** |
| 1 | **Introductions**  The Group gave a quick background history of themselves.  Jackie – Practice Manager of the Surgery  Karen – Now retired and no longer a carer  Gill – Retired and doing some voluntary work  Debbie - Working and does different shifts  Dorothea - Retired and still does some upholstering |
| 2 | **Feedback of staff now working at the Practice**  Since Covid the practice has made a number of changes to the staff ration.  The two Senior Partners, Dr Mitchell and Dr Ahmad and the Practice Manager, Jackie Mellia, Tracey McCabe our HCA and Renee Manu our Practice Nurse, have stayed the same.  We have a team of admin staff who work at the surgery and in our admin office in Southend and two female GP’s who work at The Gore and Ballards Walk.  We have our AAR staff employed by our PCN which is currently, Tanya Bass Physician Associate, Laura Solovjova Pharmacist, Amy Kemp & Joanne Doe Pharmacy Techs and Amanda Farley Social Prescriber and Alison Andrews Care-Coordinator.  The Practice also uses a number of regular locum clinical staff who work for the surgery on a regular basis. |
| 3 | **Feedback on Practice**  The practice currently has a patient list size of over 12,600. We run both Face to Face and Telephone appointments with a range of clinicians. Most of our appointments are to be booked on the day.  Our Pharmacy team will work on the prescriptions, deal with any prescription query and check records for reviews and blood tests needed.  The practice also runs a waiting list system for patients needing blood tests, long term condition reviews and blood pressure reviews and we will contact the patient to book the appointment when the rotas are available. |
| 4 | **Feedback on West Basildon PCN**  West Basildon Primary Care Network is a group of practices ; Laindon Medical Group, Noakbridge MC, Kingswood MC, Knares MC and Ballards Walk Surgery.  We run a number of services as a group.   Extended Access which will be held at one of the practices for a specific period and will be open  Monday to Friday 18.30 to 20.00 and on Saturday 8.00 to 17.30.  Home Visiting Service which runs daily Monday to Friday booking appointments for housebound or very frail and elderly patients.  The Wellness Café, Landon Hills Methodist Church, Emanuel Rd, Langdon Hills, SS16 6EX. Every Thursday 9.00 – 14.30. Offering Community Activities, Exercise, Relaxation, Dance, Wellness Support. Friendship, Health Literacy and Self Care.  Our Collaborative appointments have just started at two of our practices where we are offering extra appointments daily to make more appointments available for patient during 9.00 to 17.00.  BERT (Basildon Early Response Team) – This is a new integrated service which we are currently working towards, where services get together to give the best possible care for our vulnerable patients. These services include social care, district nurse team, dementia services, GP practices, Mental Health teams, Voluntary services and many others. This service will hopefully starting shortly. |
| 5 | **What can we achieve for our patients**  To discuss pathways, make contacting the surgery easier for our vulnerable patients and ways in which our systems can be improved. |
| 6 | **AOB**  Karen mentioned the parking at the Gore and whether we would have any additional parking. This has been requested to Basildon Council and we are awaiting their response.  Jackie to send out the website address for all attendees.  We agree to meet every 2 months for the moment and to monitor this going forward. |
|  | **Next Meeting 20/05/2024** |