PPG Minutes

Monday 29th July 2024

15.00

Ballards Walk Surgery

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| Attendee |  | Organisation |
| Jackie Mellia | PM | Ballards Walk Surgery |
| Karen Gooding |  | PPG |
| Gill Hooker |  | PPG |
| Michael Bennett |  | PPG |
| Pam Korosec |  | PPG |
| Franco Korosec |  | PPG |

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| Apologies sent |  | Organisation |
| Debbie Cook |  | PPG |
| Eileen Mc Carthy |  | PPG |
| Dorothea Jacobs |  | 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**  Welcome to Michael Bennett. |
| 2 | **Available appointments for patients at Ballards Walk Surgery**  **Ballards Walk Surgery** has several appointments available daily with a range of different clinicians and at various locations working collaboratively with our neighbouring West Basildon PCN practices. These clinics will alternate between the practices.  We currently have both face to face and telephone appointments available at Ballards Walk Surgery, The Gore Surgery, Kingswood Medical Centre and Laindon Health Centre. These appointments are from 09.00 to 20.00 every weekday and one location 9.00 to 17.00 on a Saturday.  We are also running a service called Basildon Early Response Team, this service works alongside our community teams to work together for the patients needing social or multi service assistance. |
| 3 | **Dr Mitchell**  Dr Mitchell will be retiring on 30th September 2024.  Dr Mitchell has been working part time for several years, currently on a Monday and Tuesday. |
| 4 | **Change of practice telephone message which now includes information on our website**  Our telephone message has been changed to include information on our website, ballardswalksurgery.nhs.uk. You can now book appointments via the the NHS APP and the Patch’s app as e consultations. |
| 5 | **E consultations in General Practice – Patchs**  Patchs is the online e consultation service currently used by the practice.  Patients can register for Patchs and complete a form which will come directly through to the practice with the completed information. |
| 6 | Diabetic Patients – the practice is currently sending out messages about weight management and healthy lifestyle. Patients will receive a message if they are eligible for these programmes.   1. Is a free 12 week NHS Digital Weight Management Programme 2. NDPP which is the NHS Diabetes Prevention Programme 3. The Low Carbs Diabetes in Remission |
| 7 | **Any other Business**  The practice data shows that we are very low on patients attending for Breast Screening. We had wondered if it was because the Breast Screening units were situated outside of Basildon. We have now heard that there is a Breast Screening unit at Barleylands, so hopefully, this is an easier location to reach for our patients.  We discussed the group meeting at the practice, rather than on teams. Currently we are renovating our admin offices upstairs. Hopefully when this is completed we will be able to arrange a meeting at the practice. |
|  | **Next Meeting 14/10/2024** |