PPG Minutes

Monday 21st July 2025

15.00

@Ballards Walk Surgery

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| Attendee |  | Organisation |
| Jackie Mellia | PM | Ballards Walk Surgery |
| Karen Gooding |  | PPG |
| Gill Hooker |  | PPG |
| Eileen McCarthy |  | PPG |
| Franco Korosec |  | PPG |
| Pamela Korosec |  | PPG |
| Dorothea Abbott |  | PPG |
| Marie Robinson |  | PPG |

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| Apologies sent |  | Organisation |
| Debbie Cook |  | PPG |

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| Agenda  Item No | Minutes |
|  | **Agreement of Minutes and Matters arising**  No actions |
| 1 | **Introductions and Apologies**  Welcome to our new member Marie Robinson. |
| 2 | **Current New Staff**  Our new Practice Nurses - Simon and Kay  Our new HCA’s alongside Tracey – Vanessa and Tira  Our Pharmacy Team Laura, Lisa, Jo and Natasha  Our new admin staff – Mary  This is alongside our GP’s ANP’s, Physician Associate, Social Prescriber and our Admin and Management teams. Due to the surgery being so busy we have found it works more efficiently by separating the workflows out to groups of staff and rotas.  The group asked about our range and numbers of staff and were surprised how many staff we had working within the practice, they also liked the fact that all staff worked at both the Gore and Ballards Walk Surgeries. |
| 3 | **Online Consultations**  The practice will be moving to triaging requests for appointments, be it clinical or admin. These changes are in line with the NHS recommendations for modern General Practice and the move from analogue to digital. To do this the patient may visit our website ([www.ballardswalksurgery.nhs.uk](http://www.ballardswalksurgery.nhs.uk)). The practice will shortly be changing the voice message to encourage patients to complete the Accurx form on our website.  Those patients who do not have internet access can telephone the surgery and a form will be completed by one of our care navigation team.  This new triaging system will be mandatory by October 2025.  Some of our group had already used the online form and was very pleased with the outcome they received.  **Please see our website for further information. As above.** |
| 4 | **Flu and Covid Vaccine**  **Flu and Covid vaccine clinics will start up again in October. Dates to be confirmed.**  All eligible patients will be contacted in September with our clinic dates.  Some of the group asks about criteria for the covid vaccine. We will confirm this shortly. |
| 5 | **Happening in the practice.**  The practice is currently actively contacting patients for the annual bloods and medication reviews. Alongside the smoking, NHS Health Checks, Weight Management, Diabetic Foot Checks, Mental Health, Asthma and COPD reviews.  Structured medication Reviews are also being completed. And Cardiovascular disease reviews will also be completed once the criteria is confirmed. |
| 6 | **Pharmacy Teams**  Our Pharmacy teams are continuing reviewing all medications with Safety Alerts.  They also liaise with the local pharmacists  action Repeat Medication Requests and action all monitoring investigations, such as blood pressures and blood tests. |
| 7 | **Mounjaro**  Currently we will not be prescribing Mounjaro from the practice. All patients who meet the strict criteria will need to be referred through to the Weight Management Service which has been commissioned by the Mid & South Essex ICB. This will be until further notice. |
| 8 | **New NHS 10 year plan**  New Neighbourhood hubs. There will be 42 nationally, initially. Looking to concentrate on patients with multiple long-term conditions with rising risks.  Sickness to prevention  Analogue to Digital  Hospital to Community  The group asked how this will affect us centrally and we discussed the new diagnostic centre and the new mini hospital in Basildon Town Centre. We currently have no further information locally to understand how we will be achieving the above but will hopefully know more over the coming months. |
| 9 | **Any other business**  New Virtual PPG to be agreed around September due to ICB merger. Once more information is available Jackie will send the details out the the group.  **Next Meeting**  **06/10/2025** |