

**PPG Meeting**  
**Stifford Clays Health Centre**  
**Monday 15<sup>th</sup> May 23**

**Present:**

Kevin Brice Acting Chair –KB  
Viv Crouch – VC  
Elizabeth Sayer –ES  
Jeff Sayer – JS  
Suzanne Sleeman – SS  
Berry Kipping - BK  
Mark Hooper – MH (Co-opted)

**Apologies:**

Mike Bilton – MB  
Tina Tripp – TT  
Rena Laybourn –RL  
Richard Smith – RS

**Election of Officers**

It was agreed that the secretary and Minute Taker would combine into one post.

Congratulations to the following people:

- Kevin Brice – Chair
- **Elizabeth Sayer - Vice Chair**
- Mark Hooper – Secretary
- Social and Media Officer

**Review AGM**

It was a little disappointing that more people did not turn up to the meeting, but the committee did work hard to promote the meeting.

It was pleasing that one of the local pharmacists came to part of the meeting. Overall the meeting went every well. The meeting structure worked well.

**Minutes of last meeting 3<sup>rd</sup> April 23.**

These minutes were agreed as correct.

There were no matters arising that were not on the agenda for today's meeting.

**Practice Update Practice Managers report.**

The title of the receptionist has changed to Care Navigator. This can often mean the Navigator asks the patient questions. Some people are not keen on sharing

information to what they see as a receptionist. There needs to be better information about the role of the navigators.

It could be put on the updated website. **Action: Suzanne**

Care Navigators are no longer allowed to refer patients to 111. A log will be kept by the practice if people are referred to 111.

Pharmacists can now prescribe some medicines, so patients with some health concerns can be directed to the Pharmacist by Care Navigators. A log is being kept when these patient referrals are made.

However, Pharmacist should attend training before they can prescribe medication. None of the local Pharmacists have completed the training to date.

### **New Website**

Suzanne told us the new website went live last week. One of the many things the website can do is give advice and support to people who need a sick certificate.

### **Practice Phone system**

The phone system is up for review. The NHS only have 5 approved companies to choose from.

Suzanne is looking at a system that will work well with other health practices, so if there are problems with a practice's phone lines, calls can easily be transferred.

### **Doctors**

Dr Hillray is leaving at the end of the month Dr Mohile is retiring in September.

There has been an approach to a training Doctor who should qualify soon.

### **Awards**

A Gold award has been attained by the practice in relation to its work around LGBTQ+.

WELL DONE.

### **Written Reports**

Update on the Acorn Hub is being deferred to the next meeting.

The practice newsletter will no longer be on a paper format but will be on the practice website. **Action: Suzanne**

**Notice board:** it was agreed a sub group would monitor and develop the best use of the notice boards in the practice. The group is made up of Viv, Elizabeth, and Danielle.

**The Knitting Club** - Has raised money to help the practice. They have £23.87 spare money. It was agreed that it was a matter for the knitting group as to how this money was to be spent.

## **Chairs Report**

There is no formal update on the closing of Orsett hospital in light of the likelihood that two of the proposed four new centres may not open. The two at risk are at Tilbury and Purfleet.

TV monitors in the waiting area are not working. Kevin will look into this

**Action: Kevin**

## **How can we reduce DNA?**

If a patient misses 3 appointments without trying to cancel their appointment, they could be removed from the practice and sent to another which is likely to be in Southend. This could be for 12 months. They also might not be allowed to return to their current practice.

Patients will be reminded on the practice website how important it is to cancel appointments and how to do it.

## **PPG Items to address**

E-Consultations are available when the surgery is open.

The Surgery's Facebook page administrators are Viv and Suzanne.

## **AOB**

The e-mail address is out of date and the website address needs to be changed.

**Action: Suzanne will change these.**

## **Notice Board**

The name and photos of staff will be put on the noticeboard.

**Action: Suzanne**

The Leaflet about the surgery is due for review. It was agreed not to review them but put this information on the practice website.

**Action: Suzanne**

**Date of next meeting:** 5<sup>th</sup> June 2023 at 12 noon

