



PPG Meeting Minutes
Stifford Clays Health Centre
5th June 23.

Present : Kevin Brice (Chair), Elizabeth Sayer, Jeff Sayer, Suzanna Sleeman, Mike Bilton, Mark Hooper, Renae Laybourn.

Apologies: Viv Crouch, Tina Tripp, Richard Smith

Minutes from last meeting

Two amendments-

- 1) Elizabeth Sayer elected as Vice-Chair, not Viv Crouch
- 2) Patients that miss 3 appointments or are aggressive could be moved to another practice within Thurrock. Patients where the police have been involved could be removed from the Practice and their nearest practice could be in Southend.

Practice update - Practice Manager's report

The Website is live.

The Phone system is still to be agreed. This involves agreeing a phone system with other practices.

MSE – ICB is active.

Paving into the surgery. There is a risk that people with mobility challenges could trip and fall on the paving. NHS property have agreed to tarmac the paving which will reduce the risk of falls.

Hannah the trainee doctor has passed her exams and is applying to be a GP at the practice which is great news.

Acorn Hub

The Hub is look at getting a defibrillator.

Chair's Report

Vicky Ray will be holding a meeting to look at a PCN PPG.

Health Watch are concerned about one of the GP practices in Thurrock. But not this one.

PPG update

Facebook - Katie still has control of the Facebook page but Suzanne now has access as an administrator. Suzanna will see if Viv can be an administrator to.

TV monitors are still not working and needs to be a repair issue. Kevin will action this.

It has been suggested that care navigators have name badges. Not all staff like this but it would be helpful when directing patients concerns.

DNA's are up at the moment. There is currently no practice policy on DNA. Suzanna will be meeting other practice managers to look at their DNA policy so we are not reinventing the wheel.

Paramedics will be holding surgeries at the Health Centre. However, there will always be a Doctor present, if needed, during the surgeries.

AOB

There is a Learning Disability Health Day at the Civic Hall at Blackshots on 14th June 23.

Suzanna has asked for some support with staff files. Elizabeth kindly agreed to do this.

Some time ago it was agreed that GPs would come to the meeting to talk about a medical or Practice subject. This will be put on the agenda for the next meeting.

Next meeting Apologies from Mark Hooper and Mike Bilton

Date of next meeting: 3rd July 23 at 12 noon.