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**Central Surgery**

1st Floor, North Road Primary Care Centre

183-195 North Road

Westcliffe-on-Sea,

Essex

SS0 7AF

**PPG Meeting**

Date: January 9th 2023

Location: Central Surgery Time: 12:30

**Present:**

**Apologies:**

There was no agenda for the first PPG since lockdown .

 The following were topics were discussed

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|  | **No Agenda - Open meeting** |  |
| **1.** | **Southend Victoria Primary Care Network (PCN) Services** The PCN are awarded monies to use on all of the surgeries within their PCN group, this money is used to provide additional clinicians and clinics to the practices in the group. The extra clinics that Southend Victoria PCN have are extended access to doctors and nurses out of hours from 6:30pm – 8:30pm and 9:00am – 2:00pm on Saturdays. The clinics are run from Queensway Surgery, there are also community dieticians, community psychiatrist, physiotherapist and health coaches, working at GP surgeries and also working remotely. All of this is in addition to the usual GP and  |  |
| **2.** | **Appointments** Appointments can now be booked for face-to-face appointment with clinicians, patients just need to let the receptionist know which they would prefer. There are other options available to patients if there are no GP appointments available, patients can call 111 at anytime for advice, they can also go to their community pharmacy |  |
| **3** | **Repeat Prescriptions**Sometimes prescription requests are not issued by receptionist if they are ordered too early, or sometimes the patient needs to have a medication review. The receptionists have to send all prescriptions queries to the GP to be authorised. |  |
| **3.**  | **Parking**The car park at Central surgery is soon to be managed by a private company more details to follow  |  |
| **3.**  | **Practice Registered**The practice register is still open and accepting patients within the catchment area |  |
| **7.**  | Thorpe Patients attending Central SurgeryThorpe is a Branch surgery of Centrals and not a separate surgery so registered patients should be prepared to go to either site for appointments with the nurse. Wherever possible the receptionists will try to offer appointments to suit the patient . |  |
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Date of next meeting to be confirmed