## DR N KUMAR & DR N O UKATA

**CENTRAL SURGERY THORPE SURGERY**

**First Floor 38 Acacia Drive North Road Primary Care Centre Thorpe Bay**

**183 - 195 North Road Southend-on-Sea**

**Westcliff-on-Sea Essex SS1 3JX**

**Essex SS0 7AF**

**Tel: 01702 342589 Tel: 01702 588046**

**Fax: 01702 437015 Fax: 01702 585821**

**Patient Participation Group**

**Meeting held Monday 18th March 2019.**

* Friend and family response discussed
* Prescriptions and systemonline use has increased from 500 to 1211 in the last three months
* CQC visit discussed, still awaiting the draft report from them, we will update once it has been received. High risk drugs discussed, AH is meeting with a trainer to set up more alerts for this on Wednesday.
* Future plans at the surgery discussed, spirometry is still in the pipeline although they are changing this we have the equipment but need to follow up with. Dr Kumar and Dr Aderolu are now starting patients on insulin and have had training for this.
* Did not attend appointments for February 38 Doctors appointment 16 Nurse and Health Care Assistant appointments missed, although it has improved with people cancelling the appointments using IPLATO
* Discussed what as the East Central Locality are doing – home visiting service, paediatric in house.
* The up and coming GP Network, we work under one umbrella with between 30/50 thousand patients this is starting in July this year, we will update when we have more information.
* Care homes – the three main homes we have within this service, the patients are getting weekly visits where the patients can be seen and all updates needed can be done at that visit.
* From April the QOF will be changing with 72 points being taken away and put into another service.
* Social worker visits the surgery on Thursdays where we can book a patient in to be seen by them in-house this is covering the three surgeries in the practice.
* Online booking for the Doctors – this as requested has been increased to 2 am and pm for all Doctors at the surgery.
* Discussed problem PPG member had with the online system – advised that it is not our system it is one provided by NHS England and we cannot change this offered to go through it with them to see if it is their computer pop up blocking which is the problem.
* Unable to see PPG mins on website – this was shown to him and other PPG members.
* Discussed fundraising for the surgery – this entails lots of work and also the PPG group themselves setting up a bank account – PPG members decided that this was too much work which we agreed with
* It was discussed regarding having someone in the waiting room to ask about online service – it was agreed that some patients may not want to be disturbed whilst waiting – SH will contact AH in regards to the local college arranging some training – AH will speak to the trainer on Wednesday to see if we can set up a dummy account which can be used.
* Discussed arranging a leaflet for online services or even a you tube video – SH will discuss with AH.