****

**Central Surgery**

1st Floor, North Road Primary Care Centre

183-195 North Road

Westcliffe-on-Sea,

Essex

SS0 7AF

Tel: 01702 342 589

Fax: 01702 437 015

**PPG Meeting**

Date: 10th February 2025

Location: Central Surgery Time: 12:30

**Present:**

Dr Kumar, Jan Lenny, Jacquie Hardy, Kenneth Field, Sandra Field, Ralph Weeder, Keith Brown, Ron Page, June Lockstone, Michael Wardle and Brigitte Brook.

Next Meeting May 12th 11.30am

|  |  |  |
| --- | --- | --- |
|  | Meeting without set agenda |  |
| **1.** | **New Practice Manager Introduction**  JL introduced himself to the group. He explained how he has worked within the NHS for around 15 years, working his way up to Practice Manager with us for a year. Since being at our surgery, he has implemented many improvements.  We have had a mock CQC inspection and an infection control audit. Our inspection was good and the audit we passed. |  |
| **2.** | **End of year QOF**  The group were told how this system makes sure our patients are given the best care, especially those in the at risk categories. |  |
| **3.** | **Website Update**  Community services have recently been added to our website. We will be updating further and making the website easier to navigate. For those that do not have access to the internet, we have posters and leaflets in the surgery. Also the reception staff can direct patients to services available. |  |
| **4.** | **AOB**  **RW** asked if we have interface with the hospital, so he can contact certain departments. It was explained that we have no say on what goes on within the hospital. If he has any problems to contact PALS or the ICB.  **MW** would like his medications issued at the same time. He was advised to make an appointment with our pharmacist who can sort this out for him.  **KB** enquired if we will be doing blood tests again at the surgery. It was explained we no longer have the staff to do this. Also, GP practices are moving away from providing this service. If a patient is housebound, we arrange for a phlebotomist to do a home visit.  **SF** pointed out that there are no toilets in the Victoria Plaza blood test clinic. **JL** will email theICB regarding this.  **KB** bought to our attention that on two occasions where we have provided a BP monitor**,** the batteries were flat. **JL** will look into this to see how we can prevent this from happening.  Our reception staff were praised by the group on how professional, caring and helpful they are. |  |