

**MINUTES FOR LEIGH SURGERY PATIENT PARTICIPATION**  
**MEETING HELD ON WEDNESDAY 11<sup>th</sup> JUNE 2025**



**INDIVIDUALS PRESENT:**

**Dr Pankaj Gupta: GP Partner**

**Mrs Joy Mickleburgh: Business Manager**

**Mrs Jackie Honour: Administrator - Minutes**

**Mr Steve Currell : Chairperson**

**Patient Representative: Hilary Le Marie, Mike and Iris Ferne, Peter Durrant, Chris Tait, Kathy Hance, Louise Manders, Nigel Roshill, Tina Herbert, Janet Annon, Martine Hallybone, Sharon Horsnell**

**The meeting opened at 12:00pm and completed by 12.50pm**

1. Thanks go to **SC** for acting Chairperson for this meeting. **SC** gave brief description of meeting guidance notes for all new members.

2. **Apologies:** Rebecca Faw, Susan Gates, Harriet Marks

3. **Meet-n-greet/introductions:** Welcome to and to new member.

4. **Agree last meeting minutes:** Meeting minutes agreed by the group.

**5. Actions from previous meeting:**

(a) The PPG terms of reference will be drawn up and circulated before the next meeting (action). - It was agreed that an email will be distributed to all members present to sign a copy and return to the surgery by the next PPG Meeting (action) **JH** to send email. – **JH** advised email sent to all PPG members but have received very little response. She will check on the replies she has received and resend the email with the 2 attachments for members to sign and return either by email or into the surgery. **JH (action).**- completed

(b) **Susan G (not present at meeting)** - When in the waiting room you can often hear the conversations in the Doctor's room. A suggestion would be to swap the current reception room and waiting rooms this would also be good for staff who would be nearer the Doctor and give them more space too. **JM** - advised too much work involved, although will speak to the Doctor and see if extra insulation between his and the waiting room – **JM** advised she will be speaking to the maintenance man to see if he can do something to improve and explore the possibilities – **JM (action).**

(c) **Kate H** - Can there be a sign for saying Please ask Receptionist if you wish to have a private conversation. Patient will be taken to a separate area to speak privately. **JH** a poster was created. The group discussed this poster needs to be clearer and concise. **JH** to do another poster (**action**). - completed

(d) **Trevelyn L (not present at meeting)** : With the latest government announcement of the closure of NHS England. What effect will this have on GP services in the short and long term. – **JM** early days and not much has been announced although the day it was announced they have said they are reduced their spending by 50 percent of the ICB staff who we work very closely with, there will be redundancies. We are sure there will be changes but we are not be affected at the moment. We have not been told any more at this stage (**ongoing**).

(e) **Steve C** – Echo-newspaper article reporting on proposed Total Triage System - Update **JM** – I had a meeting this morning and all surgeries will be using Total Triage system by end of October. Not as scary as you think it is. Currently whoever gets through on the phone at 8am gets an appointment, whether it is urgent or not. The new system, you will not need to phone at 8am if you can fill in the form via a link, if not the receptionist will complete on your behalf. All of the requests will be reviewed by the doctor who will triage them depending on their priority and will allocate each request to a time slot which could be either same day or the following, or could be for another clinician. **Dr G.** - Confirmed that any time during the day you can complete the link and this will be looked at and triaged. **JM** – Also advised there will be an electronic tablet will be sited on the wall in the surgery, patients can come into the surgery and complete the form, which will be triaged. **TH** – went to pharmacist rather than doctor and she was told to go to A&E they could not help. **JM** – There are only so many conditions the pharmacist can cover they have a list and are not allowed to divert from this. **JH** – how do you send a request. **JM** - said you will find a link on the surgery website under book an appointment, you will complete the form and it will be triaged in the same way. There will also be some training nearer the time in the surgery and we will advise you of these training sessions. **SC** – will the online bookings be dealt with in the same way. **JM** – said she is not sure and will need to clarify. (**action**) – **JM** will provide answer and **JH** will forward a reply to the group. (**ongoing**).

**6. Surgery Items to raise/discuss:**

(a) **JH** – I have received a document which I think will be good for existing members to have a read and propose it is supplied to all new members for information. I will email it out to the PPG members. (**action**) **JH**.

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(b) **JM** – Suggested we could stream the PPG meetings allow either virtual members or active members who cannot make it to the surgery on the day of the meeting. It is promoting access to new members who may not be able to come on a Wednesday, we will then be offering it to a wide range of patients. **SH** – Said her daughter would like to join but she's a teacher and not possible. **JM** - Also to promote this via bulk texts being sent to patients and poster advertising. All patients agreed this would be a good idea. It was agreed we would plan to be ready to introduce this by next PPG meeting. **(action) JH & JM**

(c) **JM** – Explained with all the competition on providing Flu Vaccinations now for example being given at many pharmacies, the surgery is losing out on revenue. The surgery needs to order and pay for the vaccinations a year in advance and last year there was so many that had to be thrown away unused due to patients going elsewhere. She asked whether the PPG members could help to promote people coming to the surgery for their flu jab. She also suggested we advertise with posters, on our website and bulk text for maybe walk in and advance set day clinics to increase the patient's uptake. We do Saturday morning sessions.

(d) **JM** – We now have Josie our Phlebotomy clinician who is fully utilised since 30<sup>th</sup> May on a Friday morning bookable via reception. We also have Dom our MSK physio clinician who is heavily utilised although we have been told his hours will be increased on a Wednesday afternoon to help with his workload. All appointments can be booked after you have been referred by the doctor and this service will be quicker than being referred to Southend Hospital and appointments are booked via reception.

### **7. PPG items already submitted for discussion:**

### **8. AOB**

(a) **IF** – In an emergency the doctor will come out – **JM** if emergency the doctor will say ring 999 or make your way to A&E. Doctors visits are not as frequent now as we have additional staff provided by NHS who do house visits. We do have housebound patients who cannot come to the surgery, the doctor will assess the symptom's and send out one of the housebound visiting staff to see the patient.

(b) **MF** – asked how does the surgery notify the patients when the flu vaccinations are being offered. **JM** - advised we send out bulk text, sign on the surgery window and put on our website. We expect the vaccines to be available from approximately the last week in September. When I run a search for bulk text, the system is not sophisticated enough to know which patients have already been vaccinated. So if you have already had your vaccine please ignore, you don't need to call the surgery.

(c) **CT** – is there someone would be able to come out to my residential home to explain how they can use the Total Triage. **JM** – Yes we have a team called Primary Care Network, we can organise for them to come to you and give talk on this matter to help.

**9. Date/time and Chairperson for next meeting:** Next meeting Wednesday 8<sup>th</sup> October 2025 @ 12:00  
**SC** to chair next meeting.