**Central Surgery PPG**

Monday 4 December 2023

**Present**

Pink St Clair – Practice Manager

Dr Irlam – GP Partner

Chris Gasper – Patient Chair

4 patient members were also in attendance.

**Surgery Update**

Two of our trainee registrar GPs will be leaving in February 2024, Dr Awadallah has passed her final exams and is now a qualified GP, congratulations to her and Dr El-Babour will be moving on to his next GP placement. Dr Ibralebbe and Dr Obasi will be joining us until August 2024, when they will complete their training and rotation in our surgery. Registrars rotate between two different GP surgeries and placements in the hospital while they are completing their training.

The number of patients registered at Central Surgery remains steady at 8,000. There are 400-500 appointments available per week, by telephone and in person, spread across our doctor and nursing team.

New appointments become available on a rolling basis each week, with rotas opening for 2 -3 weeks in advance. Daily appointments are also released at 18.30 each evening, to book for the following day. These continue to be either Face to Face or telephone, as requested by patients.

The PCN is arranging an information screen in the waiting room of each surgery. The operation and update of the information is still undecided but must be surgery specific and not just include PCN wide content. “Did Not Attend” (DNA) data is particularly important for individual surgery screens.

**Southend Hospital**

A PowerPoint presentation of extracts from a hospital patient meeting had been circulated. It described how the Hospital is revising the wording of invitation letters to clarify directions and arrangements for appointments. The exercise is being conducted through a programme of departments. Those completed have resulted in a drop in DNA for appointments.

Long waiting times for A&E were reported. Chris would ask the Hospital about records for waiting times and reasons for excessive times.

The South East Essex Slipper exchange campaign was very well organised professional and helpful.

It seems that Dementia has lost some priority and is losing some Council funds.

**Revision of the PPG**

Some PPG representatives had met with South East Essex Alliance to discuss communications between PPGs. The Chair of a surgery in Benfleet is particularly active and had copied some of the material used by his PPG for consideration by others.

Pink and Chris would meet in January to discuss options.

**Refreshments**

PPG member was thanked for supplying cakes for the meeting and Surgery staff.

**Next** **Meeting**

It was agreed to hold the next meeting on Monday 19 Feb at 2.00 PM