

Rose Villa Surgery

Dr's C & S Ukpaka.

PPG Meeting

Date / Time	Thursday 06 June 2024	
Venue	Rose Villa Surgery	
Attendees	Dr S Ukpaka, Dr Nonso, Louise Foakes, Alison Popham	(NF), (BA), (KB), (RK), (PB), (LB), (BD), (AN), (CL), (RD), (MM), (PC), (GM), (AF)
Apologies	Dr C Ukpaka, Joanne Copeland	
		Action
<p>Before the meeting started one of our patients HH – how did not stay for the meeting praised the services of Rose Villa Surgery & explained how he would not still be with us if it wasn't for the GPs & Reception Staff</p> <p>Welcome AP – Welcomed everyone to the meeting & handed out copies of the PCN leaflet which details all the services now available to Rose Villa Surgery – the PCN has been discussed at the previous meeting.</p>		
<p>1 – No one had any clinical questions for either Dr Sandra or Dr Nonso</p> <p>2 – NF made everyone aware of the Opt-Out Scheme for medical records – opting out can be done on-line or by post</p> <p>3 – We have Social Prescribers coming to Rose Villa with a team of helpers on 01 July 2024 to tackle the back garden – any volunteers are welcome</p> <p>4 – eConsults were discussed & how much of an improvement there has been to the early morning rush – we also discussed the many requests that can be made via eConsult – ordering medication, medical certificates & copies of paperwork It was suggested the surgery find alternative ways to assist those patients without access to the internet – to be discussed with Jo.</p> <p>5 – Telephone System – the new telephone system was discussed although some patients were unaware we had one – we discussed the options when a call is made – appointment call, reception call, prescription call & results call& also how the system will only keep up to 10 patients on hold – from the 11th caller onwards there is the option to receive a call back – again it was suggested that this needs to be better promoted – to be discussed</p>		

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with Jo.

Any Other Business

NF wanted to know if the surgery was to be expanded – no one had any up-to-date information on any possible expansion.

RD thought that the surgery was moving into Pitsea Place – it was confirmed by a member of the Pitsea Community Residents Group that the surgery would not be moving into the Diagnostic Centre

PC spoke of her frustration at not being able to get an appointment for a complaint she already knew she would need antibiotics for & ended up going to A&E via Monir Injuries

It was explained that no GP would issue antibiotics without seeing the patient & that we are unable to squeeze in patients to already full clinics.

Meeting closed

Next Meeting to be arranged

<p>with Jo.</p> <h2>Any Other Business</h2> <p>NF wanted to know if the surgery was to be expanded – no one had any up-to-date information on any possible expansion.</p> <p>RD thought that the surgery was moving into Pitsea Place – it was confirmed by a member of the Pitsea Community Residents Group that the surgery would not be moving into the Diagnostic Centre</p> <p>PC spoke of her frustration at not being able to get an appointment for a complaint she already knew she would need antibiotics for & ended up going to A&E via Monir Injuries</p> <p>It was explained that no GP would issue antibiotics without seeing the patient & that we are unable to squeeze in patients to already full clinics.</p> <p>Meeting closed</p> <p>Next Meeting to be arranged</p>	