

Rowhedge Surgery – PPG Meeting Minutes

Tuesday 3rd September 2024

To be held at the Rowhedge Medical Practice, Rectory Road, Rowhedge at 6pm

Chairman – Steve Wilding

Vice Chairman – David Chapman

Attendees – Richard, Sara, David, Steve, Tanya, Victoria, Dr Richardson, Keith

Apologies - Nifemi Wilson -Adu – University representative

Agenda

1. Surgery Update - Current vacancies – Dispenser 22 hours per week – Dispensary process over 6000 prescriptions per month, which has lead to the increase in staff. New starters – Laura Office Manager, Rachel Administrator. Lorraine, Bev and Jackie all new receptionists. Iain full time Pharmacist. PPG have asked for an organogram of the surgery – **Victoria to provide.**
2. Refresh from Committee members now the group is becoming more established
 - Steve – lived in the village for 3 years, background in process management. Defining issues around achieving objectives.
 - David – lived in the village for 9 years background in BBC broadcasting, claim to fame – put Eastenders on air for the 25th yr episode. Enjoys Media and designing News letters.
 - Ken – Lived in the village 21 years, was a trained teacher, worked across 5 or 6 different countries, former county council and borough council employee. Is Registered blind, can take documents home for wife to read out loud.
 - Dr Richardson – has been a Dr for 30 years, and at Rowhedge for 19 years, became senior partner at the beginning of the Covid pandemic, skill set – clinical, GP contracts and management.
 - Victoria – worked at Rowhedge for nearly 2 yrs as Operations Manager, has worked in healthcare for 20 plus years, working in Hospitals, Domiciliary care, Pharmaceutical care and now Primary care.
 - Keith – lived in Rowhedge 6 years, was a teacher, then moved into HR development , working with charities such as Save the children, children in need, working on community projects. Has now retired and is trustee for a couple of charities.
 - Tanya – lives in old heath is a social worker for Essex county council for over 18 years, works closely with Colchester Hospital discharge planning, previously worked in Housing. Is interested in building relationships with the university students.
 - Sara – has lived in the village for 6 years, works for Healthwatch Essex which is an information and guidance service. Sara used to work in Social care.

- Richard – has lived in Rowhedge for 30 yrs, worked for NEE healthcare (a while ago), moved into accountancy and finance. For the past 15 years has worked in gardening and landscaping and has been chairman of the parish council. Richards main skills are he might say what others are thinking, Richard likes to get on with people.
3. Reprise of Role and Purpose of Rowhedge PPG.
What is it? What it isn't - The group is to support the practice. The practice has to have a PPG but more importantly the practice wants a PPG to keep them upto date with patients opinions and to support the practice to deliver the best possible service to the community. The Group isn't a space for individual problems or for negative criticism.
 4. Possible first projects/activities – Support Flu Clinic
 5. Communication to patients at Rowhedge and University of Essex – News letter, Updates to be added to facebook, also to look at other social media channels.
Victoria and David to meet to get a news letter arranged ready to be given out at flu clinic to prompt awareness of the group.
Victoria to speak to our university representative to see if Tanya can contact them to build relationships and share ideas.
 6. Face to face October Flu clinics – starts at 1.30 – small table and chairs to be positioned outside so the community can discuss with PPG members the aim of the group. **Individual members to email Victoria** of the time they are available.
 7. Social Media and Interweb – it was agreed a separate Facebook account wouldn't really work, therefore any Facebook postings will be sent to Victoria who will add to the Rowhedge surgery Facebook account. As detailed in point 4, other social media channels to be explored.
 8. Car parking at Rowhedge Surgery – deferred to next meeting, committee to give it some thought. David asked the practice to consider whether staff could park at the village hall freeing up car parking space for patients. Staff and patient parking leads to congestion in local roads.
 9. How to reduce amount of missed appointments – August figures – figures shared, time didn't allow for an in depth discussion
 10. AOB
 - Mersea Practice have closed their list as they do not feel they have capacity to provide safe clinical care for the volume of patients that are living on the island. As a practice we can refuse any patients that try to register with us as they are not living within our catchment area, however, if the practice is allocated the patients through the Integrated care board, we have to take

them. There is currently no date as to when Mersea will reopen their list.

- Next meeting 3rd December to be held at the University of Essex Medical practice. – Parking is limited free car parking, if you are able to car share it would be recommended, if the car park is full, there are pay and display car parks, please follow the signs. Arrival time 4.30pm for a tour of the Health centre – 5pm meeting to commence.
- Email addresses – All members gave their verbal consent to their email addresses being shared with the group to aid in communication.

Instructions to get to the University of Essex Health Centre CO4 3SQ

If you are travelling by car to visit the Health Centre please drive towards the Wivenhoe entrance to the campus and enter the University on the right. Follow the road all the way down until you see a turning on the right which takes you under the University Buildings. The road is called Under podia. Take the second left turn (it is signposted health centre). Follow the road round and it will bring you to a small car park and you will see the health centre in front.