



**Minutes of Meeting Held:** Rushbottom Lane Surgery Conference Room.

18.30 Wednesday 14<sup>th</sup> January 2026

**Present:** Dr Parveen Masud (GP), Joanne Meadlarklan (Practice Manager), Sarah Lodge (Reception Manager), John Hall (PPG Chair), Dallas Willcox (Treasurer), Terry Clarke, Louise Kinsey, Julie Hedger, June Sales, Bill Wilkinson, Wendy Heather, John Schumann and Charles Dilaudo.

**Via TEAMS:** Kathryn Chandler (PPG Secretary) and Cheryl Kirby.

**Apologies:** Dr Sunil Gupta (GP) and other members of the PPG, via the WhatsApp group.

	Subject	Action By
1	<p><b>Attendees were welcomed by the Chair, followed by matters arising from the meeting held on 15<sup>th</sup> October 2025:</b></p> <p><b>Item 9b Tyrells:</b> There was no further news about the Tyrells. It was confirmed that the local MP would be contacted on the subject.</p>	KC
2	<p><b>Comments from the floor - DNA</b></p> <p>a) A member had been registered as having a DNA for missing their appointment. They said that they were waiting at home for a telephone call from the GP, but it appears that the surgery had it booked as a face-to-face.  <b>SL</b> said that she would investigate.  <b>JM</b> later agreed to have the DNA removed from their records.</p> <p>b) Another member asked if telephone appointments were included in the monthly DNA figures reported.  <b>JM</b> explained that missed telephone appointments are included in the DNA statistics. She added that text reminders could not be given for telephone appointments as precise times would automatically be included, rather than the necessary time range, i.e. am/pm.  Patients can tell the receptionists the times of day that they would not be able to take a call if, say, they are at work.</p>	SL
3	<p><b>Practice report:</b></p> <ul style="list-style-type: none"> <li>Now fully staffed as five new receptionists and two (part-time) prescription clerks had been recruited.</li> <li><b>Hollies Surgery</b> - Together with other surgeries, Rushbottom are still helping patients of The Hollies. However, this does not impact on our patients, as additional appointments have been added for evenings and weekends, to cover.</li> </ul>	

	<p>A number of these patients have since registered as new patients at this surgery.</p> <p><b>Dr M</b> said that the needs of these patients were often more complex due to inadequacies in the past.</p> <p>It is hoped that The Hollies surgery will be reopening in April.</p> <ul style="list-style-type: none"> <li>• <b>JM</b> assured us that Rushbottom Lane surgeries had a Contingency Plan in place should an emergency occur (e.g. building fire, etc).</li> <li>• A new consultation room is to be constructed in February (using part of the existing conference room). <b>Dr M</b> gave credit to <b>JM</b> for all her efforts in reaching this stage of the development in a short period of time.</li> <li>• Very positive feedback had been received regarding the Registrars at our surgery. One of our previous Registrars, Dr Daniel, has now returned to us as a part-time salaried GP.</li> <li>• After a long delay, the Highways Department is due to repair the path leading to the surgery. Work is due to commence the week beginning 19<sup>th</sup> January.</li> </ul> <p>A discussion about car parking followed, but it was agreed that nothing could be done about it. <b>JM</b> said we were lucky to have this space, as some surgeries in the area don't have a car park.</p>	
4	<p><b>Proposed PPG Aims for 2026</b></p> <p><b>Magazine:</b></p> <p>We need to continue with the magazine and try to increase its readership: <b>JH</b> said that <b>TC</b> was doing a fantastic job with the magazine, which was usually circulated via 20 to 30 Facebook groups as well as the 'Next Door' app. <b>Dr M</b> said that the content was perfect.</p> <p><b>Membership:</b></p> <p>During 2025, the PPG membership increased to 626, but that was still a small proportion of the 20,000 patients.</p> <p><b>JM</b> agreed to send out a text message, asking patients if they wanted to join and telling them the date of the next PPG meeting. It was agreed that attending via Teams is useful for those members unable to attend in person but was not ideal when several people were talking at the same time.</p> <p><b>Group meetings with clinicians:</b></p> <p><b>JH</b> said that <b>Dr Gupta</b> had expressed his willingness to help by giving talks in the church hall. In the magazine, <b>TC</b> would ask members what topics they would be interested in hearing about. <b>Dr M</b> suggested that patient expert groups, based on a particular ailment/illness, could be involved, accompanied by a clinician, and that she would be willing to help. <b>KC</b> suggested that such events work best as Q and A sessions.</p> <p><b>PPG attendance in surgery:</b></p> <p><b>LK</b> Agreed that the occasional presence for promotion of the PPG to patients should continue once the weather has improved. She suggested that printed copies of the magazine (summarised versions could be used) should be available for patients to pick up.</p>	<p><b>JM</b></p> <p><b>TC</b></p> <p><b>Dr M</b></p> <p><b>ALL</b></p>

	<p><b>App and equipment demonstrations:</b></p> <p>Demonstrations by PPG members and support by the staff could include demos of: Accurx, the NHS App and the blood pressure machines.</p> <p><b>Registration screens:</b></p> <p>KC commented on the number of people using the registration screens and recommended that hand sanitiser be available for patients to use. JM agreed to get wall-mounted sanitisation units to place beside each screen.</p> <p><b>Total Triage:</b></p> <p>It was agreed that moving to a total triage system was not the answer to meeting the needs of patients. Instead, use of Accurx provided a minimum amount of triage adoption. Educating patients should be a better way forward. This could include an understanding of the different clinicians. KC agreed to liaise with Dr M and then draft an article for the magazine.</p> <p><b>Increase funds and record usage:</b></p> <p>The PPG would aim to continue to increase funds, to ensure necessary expenditure was covered. There will be another quiz night for which KC is currently trying to arrange a convenient date. JM wished to be told the date, when fixed, so that she could organise two staff tables of participants.</p>	JM
5	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>Comment from the floor: Any patient needing a blood test marked 'Urgent' need not wait for an appointment. They can attend the blood testing clinic in Southend Victoria Plaza as a walk in.</li> <li>JH said that we need to produce a new roll-up banner, for use at the entrance/exit, highlighting our 'smart watch' free draw.</li> <li>TC advised that personal alarm buttons and watches with GPS trackers are available via the Essex County Council 'livity life' strategic partner.</li> </ul>	KC Dr M TC
	<p><b>FYI: The date of the July meeting has been changed to 8<sup>th</sup> July.</b></p>	ALL

Meeting closed at 8.00pm

**Next meeting: Wednesday 15<sup>th</sup> April 2026  
18.30 in the surgery and on Teams**

## Abbreviations:

AMG – A Member of the Group

ANP – Advanced Nurse Practitioner

## HP – Health Professional

CPCS – Community Pharmacist Consultation Service

MSE-FT – Mid and South Essex Foundation Trust

ICB – Integrated Care Board

ICP – Integrated Care Partnership

ICS = Integrated Care System

ICC – Integrated Care Community

PCN – Primary Care Network