



Minutes of Meeting Held: Rushbottom Lane Surgery Conference Room.
6.30pm Wednesday 8th July 2026

Present: Dr Sunil Gupta (GP), Joanne Meadlarklan (Practice Manager), Sarah Lodge (Reception Manager), John Hall (PPG Chair), Dallas Willcox (Treasurer), Terry Clarke, Gillian Roberts (smart watch winner), June Sales, John Schumann, John Atkins, Jill Reeves, Aline Reeve and Carol Hodson.

Apologies: Kathryn Chandler (PPG Secretary), Louise Kinsey and other members of the PPG, via the WhatsApp group.

	Subject	Action By
1	Attendees were welcomed by the Chair.	
2	Minutes from 20th May Meeting were agreed by all present. Matters arising: TC reported that he's complaint against CORA Health is being investigated by the ICB.	
3	Practice report: - Three of the current registrars have passed their exams and will be leaving the surgery. Eight new registrars will be joining the surgery in August. - The subject of missed appointments (DNAs) was again discussed. DNA monthly statistics continued to be highlighted in the Update magazine and were displayed in three places in the surgery (including upstairs). Appointments can be cancelled by selecting option 6 on the telephone system. JM to enquire whether this option can change to being option 1. Of the monthly appointments of approximately 6000, about 2% were recorded as DNA. - The Hollies Surgery is due to reopen on 3rd August, under the new name of Rectory Road Surgery. - Blood tests can now be undertaken at Benfleet Clinic but only by GP referral.	JM
4	Pathway charts:	JH/JM/SL

	JH had drafted some pathway charts as he believes patients are confused about options. It was agreed that a meeting would be set up to develop these further.	
5	Better Health open forums: Continuing our discussions from the previous PPG meeting around having Doctors, Nurses and Pharmacists giving a series of talks about medical topics that would be of interest to the surgery's patients. TC said that, once dates had been agreed, patients should be advised of the subject(s) in advance and asked to book places. They would only go ahead if there was sufficient demand for each subject. Depending on the subjects, these could be promoted as "An evening with ..." (name of GP, nurse, etc). The aim was to start these in the autumn. Suggested subjects included: diabetes, cholesterol levels, heart disease, dementia, cancer and baby health; with maybe separate sessions for men's health and women's health. This will be developed at the same meeting as 'pathways' (see 4, above).	JH/JM/SL
6	Texts to patients: JM had confirmed that there was no limit on the length of PPG promotional texts. TC agreed to work with JM around the wording, so that the texts can be sent out before the next meeting.	TC/JM
7	Pharmacy referrals: If referrals for minor conditions are made via the surgery, there is no charge and patients pay the NHS price for prescriptions. Funding for this service is currently under review. But for now, funding for this service has been extended until the end of September 2026.	
8	AOB: There being no other business, the meeting closed at 7.20pm.	

**Next meeting: Wednesday 14th October 2026
6.30pm 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

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