

## PPG MEETING NOTES

Held at Riverside Surgery, Halling on 25<sup>th</sup> September 2023 @ 18:30

### Present:

Dr K Mailladi  
Philip Badman  
Susan Badman  
Terry Dolby  
Margaret Sutherland  
Jim Sutherland  
Trevor Dady  
Gill Morton  
Mathew Dale

### Apologies:

Janice Hillman  
June Nicholson  
Joy Oliver  
Maggie Punt  
Phil Kittelty  
Linda Kittelty  
Nikki King  
Alison Dyer  
Nigel Dyer

We discussed:-

### **The new Care Home Plan at St Andrews Park**

Planning approval has been given for a Care Home with 66 beds reduced from 84 beds as in the original planning submission.

Dr Malladi stated that he would need to increase staff to cater for this but that it will not affect the current patients. He stated that he thinks he will set up a dedicated phone line and desk for the Care Home.

### **Vaccinations**

Flu vaccinations have started for those aged 65 and over. Anyone requiring a vaccination should contact the surgery, or if they prefer, get the vaccination elsewhere.

Covid vaccinations are also available for those aged 65 and over. As a special nurse has to administer these there may be a few weeks wait for an appointment at the surgery. As with the flu vaccination, those eligible can book the vaccination online at a vaccination centre elsewhere.

### **Staffing**

The surgery now has a full compliment of staff. This is ALL staff, not only doctors.

A new doctor, Dr Rai is starting on an almost full-time basis. Dr Rai worked as a trainee at Halling from August 2022 to August 2023. She liked it at Halling and lives reasonably locally in Maidstone. Dr Rai's arrival means that there are now 3.5 full time equivalent doctors plus GP trainees.

### **Appointments.**

All appointments made can now be face-to-face or via a phone call, whichever is preferable. Ask the reception staff when making the appointment.

### **Phone System.**

Dr Malladi was surprised to hear that the phones still sometimes cut the caller off after 5 minutes or so of holding on waiting for an answer at 08:30 in the morning. He said he would talk to his phone system provider.

### **e-consult.**

This is a government backed system whereby the patient does not ring the surgery to make an appointment but does so by completing a form online. This online form is then examined by a moderator who directs the patient to the medical professional they consider to be the most relevant. It could be that an appointment will be made with a physiotherapist rather than a doctor.

When asked what happens if the patient has no internet access Dr Malladi said the NHS said those patients can visit their surgery where a receptionist will complete the online form for them.

The system is likely to be pushed further by the government as there's an upcoming election. The introduction of e-consult may be seen as a tool to cut the time needed to wait to see a GP, as it could be seen to cut unnecessary GP appointments. The patient may benefit from seeing someone other than a GP, but this may not always be the case.

It should be noted that there is currently low demand for eConsult in the surgery due to good access.