

# BALLARDS WALK SURGERY and Noak Bridge Medical Centre

PPG Minutes  
Monday 23<sup>rd</sup> February 2026  
15.00  
@Ballards Walk Surgery

Attendee		Organisation
Jackie Mellia	PM	Ballards Walk Surgery
Karen Gooding	BWS	PPG
Gill Hooker	BWS	PPG
Eileen McCarthy	BWS	PPG
Brian Wellman	BWS	PPG
Pamela Korosec	BWS	PPG
Dorothea Abbott	BWS	PPG
David McLellan	BWS	PPG
Jan McLellan	BWS	PPG
Madhu McVay	PM	Noak Bridge Medical Centre
Philippa Ward	NBMC	PPG

Apologies sent		Organisation
Debbie Cook	BWS	PPG

Agenda Item No	Minutes
	<p><b>Agreement of Minutes and Matters arising</b> Christmas party finances completed with Pam. Dr Ahmad has confirmed the monies left over from the xmas party to go towards our summer party. Pam, to confirm to Jackie the balance.</p> <p>From Pam - banked £198.50 cost of Christmas Party £101.50.</p>
1	<p><b>Introductions and Apologies</b></p> <p>Welcome everyone</p>
2	<p><b>BWS Xmas party feedback</b></p> <p>The raffle made a total amount of £205.00 which was sent to our chosen charity Dementia UK. We have received a letter back from the charity confirming payment received.</p> <p>All agreed the Christmas Party was a success and many of the patients have thanked us and really enjoyed the party. We agreed that we need to ensure we choose who brings what for the buffet more carefully.</p>
3	<p><b>Ballards Walk Surgery and Noak Bridge Medical Centre working collaboratively.</b></p> <p>We have begun working collaboratively since January. Mainly around joint rotas for blood tests, NHS Health Checks, Wound Checks and GP and ANP appointments. This is going well so far and we are continually monitoring the outcomes.</p>
4	<p><b>Phlebotomy Service and Wound care</b></p>

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	<p>These are currently happening at both sites and we will be looking to increase our services across both practices. This will provide a more flexible service for all our patients across the three practice locations including the Gore Surgery.</p>
5	<p><b>Social Media</b></p> <p>We have been discussing using social media for GP practice information. We were asking the PPG groups opinions. The opinion was mainly positive although some of the group do not use social media and will use the web site and the NHS APP.</p> <p>We all agreed that perhaps Facebook but with no comments would be the best way forward.</p>
6	<p><b>Online Consultations via accurx.</b></p> <p>Many of the PPG group have used the online consultations and find this work well. No concerns. All agree it is fair that patients do not get preferential treatment and that whether you request an appointment by the online consultation or telephone the outcome should be similar.</p>
7	<p><b>Spring Covid Vaccines</b></p> <p>The Spring Covid vaccines will begin April 26 to end of June 26. The practice will be ordering the vaccine directly for the first time this year and we are currently awaiting training.</p> <p>All eligible patients will be invited once we are aware of our delivery dates.</p>
8	<p><b>Opening a Digi hub</b></p> <p>Noak Bridge will be starting their new Digi hub shortly. Once we have this going well, we will look to starting one at Ballards Walk.</p> <p>This is a service which provides free support to patients for learning digital skills, navigating the internet and using devices, specifically around the NHS App and Accurx..</p> <p>We will hopefully have more information at the next meeting.</p>
9	<p><b>PPG Views on total triage and telephone access.</b></p> <p>The practices wanted the feedback from the group around telephone and total triage access. The group agreed that currently patients would still be requesting telephone access and that they do not want that to stop. But they all agreed that in the future this would probably change to patients using the online consultations more as it will be more familiar and easier to access the practice.</p>
10	<p><b>Summer Picnic</b></p> <p>All agreed we would like to arrange a summer picnic. We have all agreed to think of some ideas and to bring them to the next meeting..</p>
11	<p>Other Business</p> <p>BWS – The pole at the front door will be moved completely. We are just organising a quote.</p> <p>Blood Test Appointment – There were some concerns around the wait time for these appointments which were very long at BWS. Jackie apologised and will investigate.</p>

# **BALLARDS WALK SURGERY and Noak Bridge Medical Centre**

	<p>Transport service – Basildon Community Transport Service this is a service which collects from areas in Basildon and Laindon and will go to the Hospital and other services. Telephone no 01268 465858 for more information. This service also provides many other services so worth looking at.</p>
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Next Meeting

Monday 27/04/2026 -