**CHAFFORD HUNDRED MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP MEETING**

**Thursday 21st March 2024**

Present: Roger Passfield (Chair), Jennifer Claridge, Yvonne Simpson, Mick Messenger, Rose Watson, Dori Tillett (Practice Manager),

Elizabeth Sykes (Guest)

Apologies: Terry Brown, Stacey Franks, Lindsey Inglott

Introductions:

The members of the group introduced themselves. Welcome to new member, Mick, and guest Elizabeth Sykes.

Previous Minutes:

* Amendments to the previous minutes - TAF not TAK. CVS not CBS. Social prescribers – including Care Coordinator.
* Still awaiting contact regarding use of the local noticeboard.
* Some members were not impressed with representatives from Healthwatch who attended the surgery recently. They had no leaflets/handouts and there was no signage to indicate to patients who they were. They eventually made some attempt to speak to patients in the waiting area but members wondered how useful they were. It is planned to invite again later in the year but ensure they bring appropriate information with them.
* Roger has tried to create a Facebook group and discovered that there are 2 groups in existence already. Committee to investigate and close inactive groups where possible.
* Dori explained that an informative talk by a doctor on over the counter medicines would not be very useful as there are changes all the time with over the counter medicines. However doctors are happy to attend and speak about particular medication or conditions.
* The new telephone system has been delayed while NHS England prioritises transference of other practices to ‘cloud-based’ systems. It is expected the new system to be in place during May/June. Dori explained the various ways to book appointments - in person or by telephone from 8am, or directly booked online from 7am. Some appointments can be booked up to 2 weeks in advance and can request a clinician of choice. eConsult can be used for non-urgent medical requests and this is available Monday-Friday 8am-11.30am. There is still a lack of GPs but they are well supported by other clinicians, ie Nurse Practitioner, Paramedic etc. Dori encouraged patients to give an indication of the reason for their appointment in order that they can be booked with the most appropriate clinician or referred to a pharmacy for treatment.

Councillor Attendance:

Members are in agreement to invite local Councillors to attend providing it is not for any political gain. Yvonne/Roger to make arrangements.

Guest - Elizabeth Sykes, Care Co-ordinator for the Grays Primary Care Network:

Liz introduced herself and explained the varieties and complexities of her role and how she supports patients to access additional support and utilises the varied skills of her team, e.g. paramedics.

She gave a few examples of patients she has supported and the positive outcomes. Liz’s support is available via an initial telephone appointment which can be booked by any clinician or receptionist at the surgery.

Members were keen to ask questions and know more about the role so Liz has agreed to come back in June and give a presentation.

Liz talked about the PCN PPG that she has been asked to set up and members confirmed their interest – Jennifer, Yvonne. Terry emailed to express his interest. Roger added his interest. Liz explained that meetings are expected to be quarterly and has a date of 18th April for the first meeting. Liz stated that she expects this meeting to be virtual i.e. Teams/Zoom etc. Details will be forthcoming.

Next meeting: Thursday 16th May 2024