# Chafford Hundred Medical Centre

## Patient Participation Group (PPG)

## Thursday 27th July 2023

Present: Roger Passfild, Lindsey Inglott, Stacey Franks, Dori Tillett (Practice Manager) and Dr Grewal

This is the first meeting of the newly formed patient participation group for the practice. The aim is to recruit new members to work in collaboration with the practice.

Roger Passfild was voted in as Chair and Stacey Franks secretary.

We discussed:-

A PPG newsletter to keep patients updated and informed with changes and news about the practice. Roger asked if it would be possible for all patients to receive this by email? **Action: Dori will check**

Either way it will go on the website which has a page dedicated to the PPG

We need more members to make group effective. Flyers will be put in reception to this effect. Anyone interested can either email Roger (his email will be on flyer) or leave there details in reception and these will be passed to Roger. **Action: Dori will sort flyer**

Timings of meetings and ways to meet. For now last Thursday of the month after 2:30 would suit the practice manager better. We could consider zoom meetings or early evening if more members would prefer this in the future. If group size increases or guest come we can use the practice library for meetings.

Future meetings with possible guests to make the meetings more appealing. I.e ambulance service, also helping patients use new services i.e e consult. Also a practice team could do a question and answer session on the general working of the practice and subjects such as how referrals work and also signposted services and shared services that are available to patients but patients may not be fully aware of.

In addition to this Roger is already in the process of arranging health watch to attend the practice one morning (possibly a Tuesday) they promote health in the borough they would need a table **Action: Dori will supply this. Also fruit will be available for patients**

In house phlebotomy was suggested one day a week. Surgery has the phlebotomy chair already. But hard to get staff. Current HCA interested in doing. Roger suggested using phlebotomist from Orsett (surgery had tried to set this up before to no avail) Roger has contacts at Orsett and will see if he can help sort this. Orsett not easy to reach from Chafford so this service could benefit many patients.

Other items

The practice has a real problem with patients venting their aggression on front line reception staff. Appointments are hard to get and the practice recognises this. Receptionists are now trained as care navigators in order to offer patients alternative therapies I.e. pharmacy, physio etc there are also appointments available early mornings, evenings and some Saturdays at various venues in Thurrock but not our gps. Patients not as eager to use these other services.

GPS are impossible to recruit currently and Locum’s are hard to get. However practice is doing all it can to treat patients safely and effectively.

The practice rent will shortly be increased by the landlords. The landlords are supportive of the practice and have tried to help them have an extension to add further rooms. These applications have so far proved unsuccessful with NHS England but a new application (smaller extension) has now been submitted which practice is hoping may get approved but it dependant on changing guideline on NHS England bids.