

**LOUGHTON HEALTH CENTRE
PATIENTS GROUP**

**Minutes of Meeting held at Loughton Health Centre on Wednesday, 28th
October 2015 at 7.30pm**

PRESENT: Dr M Mirchandani, Dr T Ally, Dr Alan Ding, Dr Z Bakht, Dr P Prashner, Mrs E Prashner, Ken Hearn, Gary Crawford, Ken Adams, James Dean, Peter House, Wendy Grange, Pat Prichard, Carol Barrell, Ann Harrison, Helen Reynolds, Elna Green

APOLOGIES: Apologies were received from Marilyn Bloor and Ingrid Kirk

1. Dr Ding said the Co-Op have sold their Pharmacies which have now been rebranded 'WELL'.
2. Dr Ding said there is now an Out of Hours Services up and running on Saturdays and Sundays. LHC is one of five Hubs in the West Essex area. Patients from ten local surgeries will have access to this service. It is funded by the Prime Ministers Challenge Fund and is being run by STELLA who will provide their own Doctors, Nurses, IT equipment etc. There have been teething problems with LHC patients trying to get appointments. LHC used computer software provided by Emis Web. Other practices use System 1. Currently only patients whose practices use System 1 have access to this service. However this problem should be sorted out in a couple of weeks. This service is for pre-booked appointments. The appointments are ideally for those patients who work in town and can't get to their Surgery in normal hours or can't get an appointment in the week. The patients will be coming from local areas including Epping and Chigwell. Initially there would be one Doctor and one Nurse manning the service which would be available Saturday afternoons and evenings and all day Sunday. LHC would continue to provide a Surgery on Saturday morning. Dr Ding said he hoped it would help to ease the three week wait to see a Partner.
3. Dr Bakht asked the PG Members if they would like a triage system – not many seemed to be in favour. He put forward the idea that when a

patient phones the surgery for an appointment they give a brief summary of their problem to the Receptionist. The Doctor after looking at the information phones the patient back, and decides after speaking to the patient when and how soon the patient should be seen. The system would initially be monitored by the patient being contacted on the phone a few days later.

4. **Ann Harrison** asked **Dr Ally** about transport for patients. She asked if the PG could help with transporting patients to Hospital (on a voluntary basis). It was thought there would be a problem regarding insurance.
5. **Ken Hearn** referred to the last Minutes, para 6, regarding the 10% cut in Primary Care funding over the next four years. Currently the Practice is being paid for the provision of care for 11,300 patients but the current list size is 12,000. He also wanted to know where the money was coming from for the new Out of Hours service. **Dr Ding** said it was very unjust, but money was being reduced from one area of service to pay for another. He commented that he was hoping that if the Out of Hours Hub was successful and still running, LHC would get funding for District Nurses and other professionals to be based at LHC. He also hoped that money would be provided for extending the building by transforming LHC into a two storey building. He hoped the Hub would bode well for the future.
6. **Peter House** asked about the review letters. **Wendy Grange** said they were generated by the Admin staff. She said that the DNAs were now much lower due in part to the mobile phone text message reminding patients of their appointment. **Wendy** commented that the Receptionists would like to be able to ask patients why they wanted to see the Doctor. Although there would be no compulsion to answer the question it would help the Doctors gage the urgency of the problem and provide an appropriate appointment.
7. **Pat Prichard** asked what the position was regarding appointing a new Practice Manager. **Alan Ding** explained that they were changing the way the Practice was run as it was a very onerous job for just one person these days. The Partners have decided to advertise for a Business Manager, Admin Manager, Strategic Manager and PA. **Wendy Grange**

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applied for and obtained the position of Administration Manager. A Reception Manager is being advertised to work in tandem with Pierra Jeffrey.

8. Elna Green asked about the check-in screens. She wanted to know why after automatically checking in there was a question asking if one smoked. She wanted to know what happened to that information. The Doctors said it was fed back to the patients records. It is very useful information as it is a predictor of a number of diseases.
9. A PG member asked if it would be possible to have the meetings in the afternoon. The proposal was unanimously rejected.

Date of next Meeting

Wednesday 17th February 2016 7.30pm