

LOUGHTON HEALTH CENTRE PATIENTS GROUP

**Minutes of Meeting held at Loughton Health Centre on
Wednesday, 29th July 2015 at 7.30pm**

PRESENT: Dr Meenu Mirchandani, Dr Tasneem Ally, Dr Ashfack Ahmed, Dr Alan Ding, Ken Hearn, Pat Prichard, Ann Harrison, Ken Adams, Ingrid Kirk, Marilyn Bloor, Helen Reynolds, Peter House, Peggy Howes, Grant Tufton, Wendy Grange, Gary Crawford

APOLOGIES: Apologies were received from Dr Philip Prashner, Elizabeth Prashner, Helen Philpot, Valerie Ellis, Elna Green and Sheema Sherman

- 1. Ken Hearn** kindly took the Chair in Dr Prashner's absence. It was an extremely sad **PG Meeting** without Dr Khan who tragically died suddenly on the 9th June. There were many tributes paid to him from Partners, **PG** members, staff and patients. His passing is a great loss to both the surgery and community and he will be very much missed. Dr. Khan always attended the **PG Meetings** with enthusiasm and wit, but kept us abreast of what was happening in the NHS and very informative.
- 2. Dr Ally** said there were changes in the Practice at this time of sadness. She and **Dr Mirchandani** would be working full time now and sharing Dr Khan's list. **Dr Mirchandani** is now the Senior Partner and has been a Partner at the Health Centre for 21 years (**Dr Ally** has been a partner for 17 years).
- 3. Dr Ding** said that everyone was in shock. When they went into work on the morning of the 9th June they just couldn't function. Dr Khan was such a loved Doctor. **Dr Ding** would like to thank all the staff for working so well during this difficult time and for their help and understanding. He would also like to thank the patients as the Practice needs stability. Pari (Mrs Khan) wrote a lovely letter to the Partners.
- 4. Dr Ding** said that Loughton Health Centre will become a Hub from September/October for Out of Hours Services every Saturday from 8am to 8pm for four Practices. 80% will be booked appointments and 20% walk-ins. This provision will be reviewed after a year.

5. **Dr Ahmed** said that coming into work on the 9th June was very difficult as everybody was in tears. They all pulled together and the Partners had many meetings to try to sort out the various issues.
6. Following their inspection of the Practice the CQC reported good results across the board and Dr Khan was very proud of that. **Dr Ahmed** said that there is to be a 10% cut in the budget for Primary Care 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.
7. **Carol Barrell** said sharing Saturdays opening 8-8 was a good thing, but asked whether it would be considered opening one late evening a week to accommodate patients who work in town and can't get to see a GP until later. The Co-op Pharmacy which is being taken over will be opening on a Saturday from 8-12.
8. **Dr Mirchandani** told the meeting that last year there was a poor uptake of 'flu jabs'. Availability of this service would need to be promoted more, especially for 'at risk' groups. **Ann Harrison** said she would put it in the Newsletter.
9. **Ken Hearn** paid tribute to Dr. Khan. He said that he had been with the Practice since 1937 and Dr Khan was wonderful looking after his wife, the best Doctor ever. He said Dr Khan never missed a **PG Meeting**, was unstinting of his time and believes it would have folded if it had not been for him. The first group was formed by **Dr Prashner** approximately 12 years ago and it looked to the Partners for it to continue. It is important to have **PG** feedback and **Dr Ding** said he thinks it will continue. **Ken Hearn** thanked the Partners for coming to the meeting.

Wendy Grange (Senior Receptionist) reported back from the last meeting that messages will not be left on a land-line number, only on mobiles (for confidentiality). **Grant Tufton** asked whether booking appointments for Nurses on line would be possible. **Wendy** said for various reasons this is not possible. **Dr Ding** said he leaves messages on the prescriptions if needed. Patients will no longer be receiving Text messages reminding them of their appointments. This will also be put in the Newsletter. **Ingrid Kirk** said that the Hospital won't change the name of her GP on letters, appointments etc.

Alan Ding said that on Saturday mornings the general public park their cars in the Health Centre bays. Apparently neighbours use the Health Centre rubbish bins, so flyers are being sent asking them not to.

Date of next Meeting

Wednesday 28th October at 7.30pm

