

Loughton Health Centre

Patients Participation Group on Wednesday 26th June at 1.00pm

Attendees: Dr Ally, Dr Shivji, Dr Ding, Dr Bakht, Nurse Laura Strachan, Wendy Grange (Practice Manager), Denise Bose (Reception Manager), Anna Haines (Administration Manager), Helen Reynolds, John Harrison, Graham Tebby, Helen Wells, Deanna Clarke, Maris Heagren, Marilyn Bloor, Sue Davies, Irene Mcguigan

Apologies: Claire Dyson, Pat Prichard, Carol Barrell, David Linnell, Diane Sherman

Actions from previous meeting

- Wendy has asked the website provider to move the PPG minutes to a more prominent place on the website.
- Wendy has spoken to Pat to discuss her concerns and is investigating this and will feedback to Pat. Pat is much improving after her op and hopes to be back with us at next meeting in her capacity as Chairperson
- Denise assisted the group members who were having difficulty getting online and all were successful

Following the meeting Denise and Wendy were discussing the issues raised and it is clear that access via online, accurx and the NHS App can be confusing for patients. They would like to hold a meeting at the Health Centre to demonstrate the different ways you can contact the practice and give an overview of how this looks at the practice end to give a greater understanding.

They can also sort any online access queries patients may have including issues logging in.

Report from Partners/Practice Manager

- Dr Ally expressed condolences to the group as Gary Crawford passed away in March. Gary was a long-standing member of the group, and it really has been such a loss.
- Wendy confirmed that there is now a prominent banner on the first page of the practice website asking patients to join the PPG (paper copy of screenshot shown).
- Dr Ally reported that the heating and hot water issues mentioned in prior meetings are all sorted now.

- The triaging of the calls received in the morning is working well. It was explained that the duty GP will determine the urgency.
- Accurx messages received in our inbox from 8am to 6.30pm are also being triaged and the system is working well.
- Dr Ahmed reported that the practice has had a computer and Wi-Fi upgrade which has improved efficiency.
- Wendy noted that Forest Medical Centre is now permanently closed, and they have hired a room at the practice to administer blood tests. This service is for other practices and is separate from our in-house phlebotomy.
- Wendy confirmed that all the prior staffing issues are resolved now.

Patients AOB

- In response to the question, how can blood results be viewed without using an app? Denise stated that you can go to reception, and the receptionist will print you a copy of your results.
- It was noted that there has been a lot of talk on the news about Physician Associates. Dr Ding explained that PAs have been developed over the last 7-8 years to stem the number of appointments and the lack of trained GPs. The PAs are postgraduates and like a junior GP. They have a lot of background knowledge, are well supported, and as they see a lot of their patients face to face, there is a safety net.
Things are changing with ARRS staff who work with the PCN at Buckhurst Hill Way and the community Pharmacists becoming clinical. The idea is that GPs will deal with complex cases and the ARRS roles will deal with cough/colds etc.
- In response to a question regarding what to do if you haven't heard back about the results of your blood test? Does this mean the results were fine? It does mean the results are normal, but you are welcome to check with reception if you want to, but we only contact patients whose results are abnormal.
- How to get an appointment when the phone line is engaged in the morning was mentioned and Denise discussed the use of accurx online which is available via the website from 8am to 6.30pm, Monday to Friday. The number of DNAs is also an issue.

- The use of private services was mentioned, and would you have to see a GP first? The Partners confirmed that it depends on the company.
- In response to a question regarding why a patient's hayfever tablets had not been issued after 3 weeks and they had not been informed? Dr Ally confirmed that only eye drops, or nasal spray can be prescribed, and tablets can be bought OTC. It is protocol that when a patient requests hayfever tablets a document is sent via accurx explaining the reasons why it needs to be bought OTC. Wendy apologised for the practice not sending an accurx on this occasion.
- Feedback from a PPG member to say the Doctors and Admin staff are doing a brilliant job!

Wendy asked the group if they would like an NHS app support visit from the ICB? The group has confirmed that they would like a visit. TBA

Meeting closed

Date of next meeting: Wednesday 18th September 2024 at 1.00pm