

Loughton Health Centre

Patients Participation Group on Wednesday 18th June 2025 at 6.00pm

Attendees: Dr Ally, Dr Ding, Wendy Grange (Practice Manager), Denise Bose (Reception Manager), Anna Haines (Administration Manager), Jill Angold-Stephens (Chair), Pat Pritchard, Ingrid Kirk, James Dean, Graham Tebby, Marilyn Bloor, Diane Sherman, Janet Carrington, Maris Heagren and Tony Heagren

Apologies: Dr Ahmed, Dr Bakht, Carol Barrell, Jean Andrews, Melanie Trim, Sue Davies, Joy Gordon, Deanna Clarke, Claire Dyson and John Harrison

Introduction: Jill Angold-Stephens introduced herself as the Chair for the benefit of new attendees.

Actions from previous meeting

- The new check-in screens have now been installed. We have one check-in screen up and running and are expecting a second screen also.
- The Whipps Cross Hospital, Phlebotomy check-in screen has been installed and will be up and running after configuration.
- Following Wendy's announcement on the practice upgrading the phone system which needed to include a call back service. The Management Team visited a couple of local surgeries to assess their current phone system and its capabilities (Daisy and Surgery Connect). The practice have made the decision to sign a contract with Surgery Connect and are expecting installation towards the end of the year.

Report from Partners/Practice Manager

- Wendy highlighted that reports have shown 15 DNAs a week with the in-house phlebotomist. It is imperative that we do not lose this service, and we need to look at ways to avoid this.

Suggestions discussed as a group:

1. Shorten the length of time you can book ahead
2. Have a YES, I can attend or NO, I cannot attend option on the text received by the practice the day before an appointment.

3. The receptionists could phone the patient after a DNA to ask why it wasn't cancelled.
 4. Send a strong worded text after a DNA
 5. If a patient DNAs more than two times they can't have a blood test at the practice.
- Dr Ally reported that as a practice the ECF contract has now been signed even though originally all the practices within the PCN were withholding. The issues surrounding work and payment are still there but as a practice we were obliged to sign.
 - Dr Ally stated that the referral process has changed due to the hospitals trying to cut waiting times and they are pushing a lot of work back to GPs. The hospitals are requesting Advice and Guidance on 95% of all referrals, this can delay the referral process for the patient by 4-6 weeks.
 - Dr Ding reported that we are currently changing paper document processes, and we are open to learning from other surgeries to continue improvements. With our practice we try to be consistent, and having a registered GP list maintains that.
 - Wendy reported that she has been dealing with a few patient complaints recently regarding private paperwork, and there is a need to lower patient expectations. There are patients that feel that a form is simple and shouldn't take the doctor long to complete, therefore they must be able to do it straight away. The doctor is not able to just sign a document until they have thoroughly gone through the records. There is further information for patients on our website <https://loughtonhealthcentre.co.uk/>

Patients AOB

- Following a question regarding the PPG having 15 minutes of the meeting without the GPs being present. Wendy clarified the GPs attend to explain and participate with the group, and the Chair also stated she is available to take questions between meetings. The rest of the PPG wanted to say to Dr Ally and Dr Ding that they are very grateful that they have taken the time out of their busy day to come to the meeting, and they do not want a meeting without the GPs being present.
- A complaint regarding the text sent out to patients regarding their blood results/imaging results, not stating the time of the phone call. Dr Ally explained, due to emergencies and face-to-face appointments, it's hard to manage a set

time they could fulfil. Denise stated that if you contact the reception on the day they will be able to inform you if the appointment is in the morning or the afternoon, a comment can also be added under your name stating when you will be available to take the call.

- In response to a query regarding whether Pharmacists can deal with medication issues / medication reviews? Denise stated that the receptionists can book an appointment with the in-house pharmacist, or you can go to your local pharmacy for a consultation.
- In response to a question regarding who the clinician Mr. Stanley Bell is? He is a Physician Associate and a Physician Associate tutor.
- Feedback from a PPG member to say the prescription online / email service is excellent, the group agreed.

Meeting closed

Date of next meeting: Wednesday 10th September 2025 at 1:00pm