

*Dr Salako and Partners*  
*Langdon Hills Medical Centre*

## **PPG Minutes**

Date of meeting: 10<sup>th</sup> January 2024

In attendance: Dr Arora  
Christine Dawson  
Christine Fletcher  
Tim Young  
Marguerite Cutting  
Gill Stitson

Apologies: Barbara Allen  
Denise Birkett  
Paul Findlay  
Lesley Street  
Geoff Parker

### **Welcome**

MC welcomed members to the restart of our PPG meetings. We aim to hold them bi-monthly.

### **New Telephone System**

MC explained that the surgery is in the process of having a new telephone system installed. This should go live week beginning 15<sup>th</sup> January 2024. Key features of this new system are:

- When a patient calls the surgery and there is a queue, patients can request a call back from the surgery – the system remembers where the patient was in the queue so their place is not lost and the surgery will automatically call the patient back when their number is at the top of the queue.
- The new system will be connected to System One which means that when a patient's call is answered their details will automatically appear on the screen for staff to view.

### **PCN and associated roles**

As a surgery we are linked to Central Basildon PCN. This is a network of surgeries who have funding provided by NHS England to offer services within the local community.

Reception staff can signpost patients to a range of local services offered within the PCN.

- GP services including out of hours appointments
- Pharmacies
- Community health services, such as physiotherapy, social prescribers to help patients access local community services, health coaches to assist patients with long term medical conditions
- Mental health services
- Adult social care
- Voluntary organisations

Patients are able to access these services much faster and whilst some appointments would usually be a telephone consultation to begin with this does lead onto a face to face appointment if required.

### **Physician Associates**

GA explained that the surgery currently has 2 Physician Associates (PAs) at the surgery. They can see patients and will focus mainly on acute illnesses. They are under the care of a GP and are debriefed after each clinic, AM and PM and can escalate to the debriefing GP when the patient is still in surgery if needed. This is an initiative ultimately provided by the Government.

### **Respiratory Hub**

Reception staff are signposting patients to respiratory hub. This service is a telephone call to start with but a face to face is offered if required following the initial telephone consultation.

### **Training Practice**

MC reminded the group that we are a training practice. We currently have 4 GP Registrars, 3 FY2 trainees and medical students. Patients will sometimes be seen by the above but they are always debriefed with a GP again both AM and PM clinics. This may mean that patients will not see the GP they had originally requested.

### **Letters to GPs**

MC advised that patients are sending letters for GPs attention. The GPs do not read these letters, they are always passed to the office. Some of these requests are patients requesting appointments which is inappropriate.

### **eConsult**

This service is advertised on our website and is an alternative way of contacting the surgery for a variety of services. It allows patients to submit their symptoms or requests electronically and offers around the clock NHS self-help information and signposting to services if appropriate.

Examples of services are:

- Appointment request (photos can also be uploaded)
- Medical sickness certificate extensions
- Admin help

### **Any Other Business**

1. BS to provide an overview of how GP surgeries function within new ICB (formerly CCG)
2. Next meeting will be held on 13<sup>th</sup> March 2024 at 2pm.