

Dr Salako and Partners
Langdon Hills Medical Centre

PPG Minutes

Date of meeting: 13th March 2024

In attendance: BS
PF (Chair)
CD
TY
MC
GS
CH (via Microsoft teams)

Apologies: BA
DB
CF
LH
GL
GP
LS

LH has advised that she is no longer available to participate in the group. We would like to express our gratitude to LD for her help and valued support over many years.

Welcome

CH was welcomed to the PPG as a new member. He joined the group via Microsoft teams – a first for the PPG.

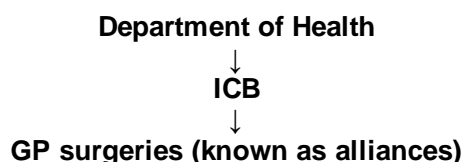
eConsult update

MC asked the group if they had used eConsult and if so, how they had found it. TY confirmed that he had used this and was pleased at the service provided. MC advised that this service is the way forward for many surgeries but for patients who are unable to use it they can still present to reception or telephone the surgery.

During February the surgery had received and dealt with 636 eConsults which on average is 30 per day.

ICB (Integrated Care Board) Overview

BS spoke to the group about the ICB. This was formerly known as the CCG. There are 42 ICBs across the UK who all report directly to the Department of Health.



Our surgery sits within Mid and South Essex ICB which covers Thurrock, Southend, Broomfield and Basildon & Brentwood.

The ICB's role includes deciding how the NHS budget for the area is spent and on developing plans to improve patient's health, delivering a higher quality of care and better value for money. Uniformity of services locally is the goal. Previously under the CCG, Thurrock may have provided a service that Basildon & Brentwood only a few miles away were not allowed to.

Veterans Accredited GP Programme

PF is an NHS(E) advisor on an Armed Forces Patient and Public Voice Group. The group aims to identify the issues and challenges that the Armed Forces and their families face. By doing this it has contributed to increasing the resources to deliver services

PF advised that the Veterans Accredited GP Programme is something that GP surgeries can sign up to by completing a form online. Currently there is both a national and regional programme being advertised. Following completion, the surgery then becomes a Veteran Accredited GP Practice. Langdon Hills signed up to this over 4 years ago.

The aim is that when veterans attend their GP surgeries they gain access to services and help that is available to them fairly. GPs need to be made aware that there are specialist services for veterans. Historically there was a stigma of asking for help and although these specialist services are currently well funded they need to be utilised otherwise they will fail.

PF explained that when the public usually think of 'a veteran, they automatically make an assumption that it is personnel (mostly men) who have served for many years in the military. This is incorrect as it includes all ex-servicemen and women across the military even if they have only served for one day,

Working within the Armed Forces Patient and Public Voice Group, PF has recently been part of the development of their first Impact Report.

The report can be accessed as below:

[20240131-PPV-Impact-Report-SCREEN.pdf \(armedforcesnetwork.org\)](#)

Any other Business

TY spoke about current A&E waiting times. Post Covid waiting times seem to be longer. BS advised that whilst patients are sometimes loathe to attend their local A&E due to long waiting times and on occasions lack of support from staff whilst they are there, a GP would only recommend this option if the patient really needs this and the patient should always attend. Hospital departments continue to have staffing issues, alongside budget constraints. Recently the Junior Doctors strike has also impacted waiting times and delayed/postponed clinics and planned surgeries.

Date of Next Meeting

Wednesday 15th May 2024 at 2pm.

For any member wishing to join the meeting via Microsoft teams, please contact the surgery.