

Dr Salako and Partners
Langdon Hills Medical Centre

PPG Minutes

Date of meeting: 14th May 2025

In attendance: Dr Arora
Dr Salako
Tim Young
Barbara Allen
Kamal Mahay (via teams)
Dr Hussain
Dr Ogunleye
Medical students

Marguerite Cutting - Practice Manager
Alison English - Deputy Manager
Gill Stitson admin (via teams)

Apologies: George and Betty Lee
Lesley Street
Christine Dawson
Karen Freeman
Christine Fletcher
Trevor Simpson

Welcome

MC welcomed members to the meeting.

1. Accurx – total triage

The surgery has now switched to using Accurx having previously used eConsult. Accurx can be accessed via our website and is a much simpler and user-friendly online form which patients can use for both clinical and admin requests.

It is available Monday to Friday for patients to access. Currently there is a capacity cut off number depending on how many GPs are available on each day but from Monday 19th May Accurx can be accessed until 12 noon.

Once a patient has completed their request they receive a submission confirmation, and the surgery receive the request electronically. This is downloaded directly into the patient's record and the patient's name is then placed onto a triage list. The duty Dr of the day will then triage the request, and reception will then contact the patient with the offer of an appointment or advice depending on the triage.

Accurx also has the benefits of GPs being able to send SMS messages to patients (e.g. asking for a photo if appropriate) and allowing the patient to respond directly back. Referral letters, medical certificates etc. can also be sent out via Accurx.

MC reported that since Accurx has gone live there had been a lot of positive feedback from patients who have commented on both how easy it is to request something and the fast response they have received.

MC asked the GPs present at the meeting how they have found Accurx and they reported that they had found it beneficial especially being able to view the patient's request in their record and the interaction with patients via Accurx if required.

TY expressed concern regarding patients who were unable to use the new system. MC explained that if a patient either comes into reception or telephones the surgery and is unable to use Accurx – reception staff will assist the patients in completing their form with the hope that going forward patients will feel more confident using Accurx independently.

2. Basildon Community Transport Services

GS explained that this was a local charity (covering Basildon, Brentwood and Wickford) that already offers various services to elderly and disabled patients. Residents can use their Essex County council bus pass and also pay a £20 annual membership to get themselves out and around the Basildon borough. Trips include medical appointments, social events, shopping and more. The service runs Monday to Friday 9am-5pm. In addition to the annual membership there is an additional nominal charge for these local journeys.

This service has advised the surgery that from 2nd June 2025 the service will be extended to take patients to out of area appointments, e.g. to hospital appointments in Southend and Orsett. Out of area journeys will incur a mileage fee but the charge would still be much less than a taxi would charge.

GS is awaiting leaflets and more information from the charity and further details will be displayed at both surgeries and on our website.

3. New GP

BS informed that group that we have a new GP – Dr Wisdom Chuma. He will be working once a week at the surgery and is linked to the PCN.

4. ELSA Research Study

GS informed the group that both sites are participating in the above study. This is a study aimed at children aged 3-13 years of age at greater risk of type 1 diabetes. They propose to recruit 20,000 children over a 3-year period.

GS has sent out SMS invitations to over 2800 eligible patients providing them with the website address so that they can look and if interested they can express their interest. All practice nurses will also opportunistically promote the study when seeing children for routine immunisations and reception staff are also aware of the study if a parent has any queries.

Following a parent's interest, the study team will then contact the parents.

Step 1 would be a finger prick blood test to screen for antibodies.

Those at risk will be further tested and all children testing positive for diabetes antibodies will be invited to an education session with their family to be informed about the signs and symptoms of type 1 diabetes.

This will include monitoring programmes made available for long term follow up and trials the child may be eligible for to delay the onset of type 1 diabetes.

ANY OTHER BUSINESS

1. TY asked about 'advice and guidance' procedures that are now being used in the surgery. GA explained that this was a tool whereby GPs ask consultants for their advice and clarification on whether a referral for the patient in question would be appropriate, to identify the best clinical service to use and any tests that could be ordered by the GP prior to the patient attending their hospital appointment. Test results/fact finding investigations would then be available to consultants at their first consultation saving precious time.

TY queried the amount of extra work this means for GPs. GA confirmed that this did create additional work – for both GPs and consultants. GPs because they are requesting extra investigations as well as potentially a referral and consultants because they must triage the 'advice and guidance' request and reply to the GP's queries. However, GA expressed this to be a necessity to all pull together and try to alleviate extra long waiting times and to help the process to run smoothly.

2. BA advised the group that there is an application for a new housing development for up 375 dwellings by Mandeville Way, Laindon. This would include an early year's childcare facility but no GP surgery.
3. TY asked for an update about the proposed application for extension of the surgery at Great Berry

BS confirmed that this would certainly be a long process having to go to planning etc but would benefit the surgery greatly as room availability is a constant issue. Watch this space for further updates!

Proposed date of next meeting

Wednesday 23rd July 2025 at 1pm.