Dr Salako and Partners

Langdon Hills Medical Centre

**PPG**

**Minutes**

Date of meeting: 20th August 2025

In attendance: Dr Salako

 Tim Young

 Barbara Allen

 Lesley Street

 Christine Fletcher

 Chloe Salako (via teams)

 Marguerite Cutting - Practice Manager

 Alison English - Deputy Manager

 Dr Anwar (FY2)

 Dr Oyedele (FY2)

 Dr Zielonka (FY2)

 Gill Stitson admin (via teams)

Apologies: Christine Dawson

 Geoff Parker

 Paul Findlay

 Karen Freeman

 Denise Birkett

**Welcome**

MC welcomed members to the meeting and introduced the 3 FY2 doctors.

1. **Temporary closure of practice list**

BS explained to members that as a surgery we currently care for 2 residential care homes – Oaklands and Evelyn May House. Originally, we only looked after Oaklands residents but were strongly encouraged to accept Evelyn May House residents as well which we did. We provide proactive care to both homes including a weekly GP ward round for the residents. A GP is at the care home for a full morning/afternoon each week which involves extra work and the loss of a GP in the practice during that time. Over the past few months, the ICB has been pressurising the surgery to take on an additional care home locally which would be unsustainable for the practice.

The decision was therefore taken to close the practice books for a period of 3 months. During this time hopefully the care home in question will register its patients elsewhere locally. MC stated that the surgery always conforms to requests from NHS England and Mid and South Essex ICB but this would have placed the surgery under too much pressure to ensure good practice is achieved for both care homes and other patients.

TY and BA enquired as to why our surgery had been placed under so much pressure. MC confirmed that other practices had been asked but had refused so they came back to Langdon Hills to ask again.

BA raised her concerns about new housing being built locally and questioned where they will register in the interim whilst our books remain closed – MC confirmed that there are other surgeries locally that new patients can register with. Newborn babies will continue to be registered at the surgery (their parents would already be patients at the surgery) during the temporary closure.

TY queried whether the ICB had seen the surgery’s proposed extension plans and that is why they continued to pressurise the surgery, but BS stated that the plans are a long way from fruition so unlikely.

CF asked whether other local surgeries look after care homes. MC confirmed that Laindon do, but the Knares does not.

MC asked members for their support in backing the practice’s reasons for not accepting a 3rd care home. They agreed that they would be happy to individually pen an email/letter following today’s PPG meeting to the Mid and South Essex ICB and MC would email TY bullet points.

1. **Patient Open Day**

BS is proposing an Open Day. It would be a good opportunity to enhance ongoing communication with existing patients, discuss patient’s concerns and the services that the practice currently offers and new services we are now providing.

Staff would be on hand on the day, and it would be an opportunity to introduce new staff and to signpost patients to the alternative care providers that are available to them.

BS was thinking about a venue and suggested Basildon Sporting Village as an option. BA offered an alternative as the local community centre and thought that Friends of Great Berry group if contacted would hopefully be able to offer their help by putting up notices locally and spreading the work. PPG members also confirmed their help.

Ideas were discussed for inclusion on the day - having volunteers to speak on a variety of subjects etc.

1. **Any Other Business**

**In-House Pharmacist**

TY asked about in-house pharmacist. AE confirmed that we have employed Kayode who is a Clinical Pharmacist working across both sites. He has bookable clinics and sees patients for medication reviews, any discharge summaries regarding medication changes and will investigate any medication that is out of stock for a period to find an alternative. He works 4 days per week.

**Smoking Cessation**

BS informed the group that we now offer Smoking Cessation appointments via the HCAs which is an enhanced service for the practice.

**NHS Health Checks**

BA enquired about NHS Health checks. AE confirmed that these appointments are available for patients over 40 and over 75s. They are available to patients every 5 years and are booked in with the HCAs.

**Accurx Update**

MC confirmed that Accurx currently shuts at 12 noon but from October will remain open until 6pm. LS expressed concern that this was extra pressure and work for staff and the consensus was that this would be very challenging to manage which was another reason not to accept the 3rd care home.

Discussion took place regarding Accurx appointments that are booked for the same day. The group were surprised when advised that patients still DNA these appointments which seems unbelievable as it is only a few hours between the patient requesting and the appointment being booked. Also, online appointments that patients can book – we have quite a high DNA number as patients can book these a few weeks in advance and either forget or just don’t bother to attend. Patients do have the ability to cancel but do not always do this. This is a sticking point for the surgery as we are obliged to offer these appointments to patients as part of our NHS contract and patients who continue to DNA appointments will be sent a letter but nothing much else can be done to deter this.

**Patient Choice**

Patient choice was discussed. BS agreed that whilst patients have a choice as to which hospital they attend for their appointment the surgery receives many rejections which is time consuming and seems to work against patient’s wishes instead of for them.

**Pitsea Community Diagnostic Centre**

BS confirmed that a new NHS community diagnostic centre is opening in Pitsea. There is one already open in Thurrock. LS queried how they would manage with staffing levels as hospitals are already struggling to recruit and retain staff.

**Out of Hours**

BA enquired about options available to patients if they feel unwell on a Friday evening or when the GP surgery was closed. AE advised that the patient could contact 111 or attend hospital if deemed urgent enough. For patients who work or would prefer an evening or weekend appointment they can contact the surgery during opening hours, and reception can book for the out of hours service and include GP and Nurse appointments.

**Date of next scheduled meeting is 17th September 2025**.