**Notes from the PPG virtual meeting of**

**Tuesday, 8th February, 1.30 PM via MS Teams from the surgery.**

The virtual meeting was chaired by Bob Hackett with two representatives from the surgery, Dr Ward and Joanne McPhail, deputy practice manager.

Five patients were also present on-line.

The Agenda:

**1:** Update on new premises.

As far as the practice is concerned they are awaiting a response from Swan Housing regarding the inadequacy of staff parking spaces in the new plans.

In the absence of any building activity on the Laindon Place site is this now frozen?

Had a reply from a patient, Dave Penn as follows;

Regarding the building work, I had an email from Swan who are in charge of building, saying the building works will not be completed until 2023, apparently it’s something to do with the mixture of glass and timber, under a new ruling regarding building regulations. Also that Swan Housing are under investigation by the Regulator of Social Housing , as at 10th Dec. 2021, for potential governance and compliance issues.

Regards Dave Penn.

**2**: A patient query to be answered please:

Regarding the bell on the inside of the building by the hatch, it can't be heard from the patients side (patient is quite deaf)  so there is no way of knowing if the battery is working or not, and it is VERY tempting to press it again in case it didn't work the first time. The surgery inform us that it is checked every morning and the battery changed as needed. So it likely to be working ok. If you think you have waited long enough press it again. The bell push downstairs has a blue light to show it is working.

**3:**A patient query:

Is there anyway the health centre can ask swan housing to fix the pot holes in the car park and reduce the vicious speed bump.

This has been requested and they await a reply from Swan.

**4:** Who and where are the other practices in our new Primary Care Network (PCN’s). How will they work in practice?

There are four other practices which make up the West Basildon Primary Care Network (PCN) serving a population of 50,000 patients. The PCN also employ staff which operate from all of the practices at various times. Thus more staff are available overall. There is much detail about the services available on the PCN website. Overall it means you may be able to be seen sooner by an appropriate medical professional in any of the practices.

Do have a look at the PCN website in detail: [www.westbasildonpcn.nhs.uk](http://www.westbasildonpcn.nhs.uk)

The five practices are; Laindon Medical Group, Kingswood Medical Centre, Knares Medical Practice, Ballards Walk Surgery and Noak Bridge Surgery.

**5:**How will the advised changes to Covid rules affect seeing our own GP?

We see patients face and face and still require them to wear a mask. We also are conducting, where appropriate, home visits for Covid vaccination and serious mental health.

**6:** Practice news?

i) We now operate as an Active Practice Status surgery and run lunchtime walks for 15 minutes and a buggy walks for mums and babies in conjunction with Essex County Council.

ii) We are also and Armed Forces Veterans Surgery with Dr Dhanjal as the specialist lead here.

iii) We are now accepting student visits from Anglia Ruskin University Medical School for the training of new doctors. Also we have newly trained doctors joining us as part of the GP accreditation process.

**7:** Any other business.

i) Lloyds Pharmacy by the Laindon Medical Centre closed as of 1st February. All patients on their books were transferred to Wells Pharmacy.

ii) A patient reported difficulty in getting Lateral Flow Test. Deputy Manager, Joanne, was able to order a pack for the surgery on-line whilst were at the meeting. So, stock is available just a question of keep checking.

**8:** Dates for next meeting in 3 months.

TUESDAY, 10th May, 2022 at 1.30 PM. It may be possible to have this at the surgery!!! I’ll let you know much nearer the time.

Bob Hackett: MBPsS, MSc(Psych), BA(Hons), Dip.NLP: PPG Chair.