**Notes from the PPG virtual meeting of Tuesday, 8th August, 2022, 12.30 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.

Also present on-line were 7 patients.

**Topics discussed and responses:**

*1: Latest position regarding getting in contact with the surgery and seeing a medical professional. To include a reminder of safety rules re: masks etc.*

**Getting Appointments:**

Much discussion around the long waits for appointments in getting to see a doctor. This is a national problem, not just Laindon. The practice have increased the number of doctors. It means that the ratio of patients to doctors is at the required level.

Despite this, the range of requests (volume of patients) plus lack of staff, sometimes due to Covid (yes, it is still a problem that we have to live with; it will not go away!) means that demand causes delays. There are also cultural differences in requests; some people expect instant access for a simple sore throat whilst others wait until it has become serious, before trying to contact the practice. If you’re unsure look at NHS111 for information.

Dr Ward stressed the point that they want to see patients. So, despite the difficulty. Keep trying to get through.

Check the practice website for the other ways to get appointments or to see someone. Check out the on-line contact options.

Just to remind people that the practice is part of a group. This is from the website.

### Hub Clinics

As per NHS England’s directives, practices are now being asked to work collaboratively as primary care networks (PCN).  Laindon Medical Group is part of West Basildon PCN and some services will therefore be provided at PCN hub level.  The HUB clinics will be held at various practices across Basildon and therefore your appointment may not always be at the practice.  The surgeries that make up the West Basildon PCN are Laindon Medical Group, Kingswood Medical Centre, The Knares Medical Practice, Noak Bridge Medical Centre and Ballards Walk Surgery.

**https://www.westbasildonpcn.nhs.uk/**

**Collaborative Hub:**

We also have access to general appointments (non-respiratory) at the collaborative hub which will be telephone triage appointments in the first instance and followed up by face to face appointments if deemed necessary.  Collaborative hub appointments will be covered by all of the PCN practices listed above and so it may be necessary to travel to one of the five practices on occasion.  The majority of our appointments will still be at Laindon Medical Group.  The benefit of the Collaborative Hub is that it offers us access to additional appointments.

**Phone appointments:**

We have asked that any text confirmation of a ‘phone appointment includes the time.

Sometimes, the surgery may ring earlier because they are free from someone not turning up. If you are unavailable they will ring again at the advised time (or as near as possible).

Also, a request for a text response to state that the BP (Blood Pressure) readings sent in, were OK.

**Practice Clinical Pharmacist:**

It is not possible to give out a direct ‘phone number for these clinicians. Since they sometimes work from home, and use their own phones, it is not possible.

They make appointments with patients for medicine reviews, reconciliation of any drug changes made on a prescription and are able to diagnose minor ailments.

**Masks**:

You are still requested to wear a mask over your nose and mouth if attending the practice for any reason.

*2: Which Apps are most useful to date?*

General consensus was that the NHS App is favoured. You can order repeat prescriptions and make appointments via this.

The practice is gearing up to offer the improved access to you personal records due to start in November this year.

3: Autumn Covid booster and ‘flue vaccine programme.

This is due to start in September and will be a National campaign. It is not yet known if they will be separate or combined.

Covid vaccines will be offered to all over 50’s, those at risk between 5 and 49 years of age and Health care professionals.

4: I have attached the Wellness Days schedule, as a reminder, for your information.

Once again, my thanks to all attendees, the staff for arranging the MS Teams on-line and being present to answer our queries.

Our next meeting is;

Tuesday, 8th November, 2022 at 1230 hours.

Contact details in due course which will be on MS Teams again.

Keep safe and well, one and all,

Bob

Bob Hackett, PPG Chair.

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