**CHAFFORD HUNDRED MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP MEETING**

**Thursday 16th May 2024**

**Present:** Roger Passfield (Chair), Terry Brown, Mick Messenger, Dori Tillett (Practice Manager)

**Apologies:** Stacey Franks, Yvonne Simpson

**Absent:** Lindsey Inglott, Jennifer Claridge, Rose Watson

**Minutes from the Last Meeting (21st March 2024):**

* Roger had been unable to undertake all his actions due to personal circumstances.
* Confirmation has been received that the local noticeboards can be used for the PPG (outside Tesco and outside the church), however keys are not available. It is hoped they have a standard lock and a generic noticeboard key will work. Roger & Dori to try keys. One of the noticeboards may need new Perspex covering. Roger will contact the councillor who may have a budget (quoted £35 to replace).
* The new telephone system has been installed. This was implemented earlier than expected due to difficulties with the old telephone system provider. It is encouraging that the majority of patients appear to be pleased with the new system.
* Roger and Yvonne had not been able to make contact with the local councillors, mainly due to the councillors’ commitments to local elections in the previous week. Contact will be made for them to attend the next meeting. Liz Sykes will be invited to attend a later meeting.

**Secretary:**

Stacey is unable to continue with the Group due to personal circumstances therefore the group will need to appoint a new Secretary. It was agreed to postpone this to a future meeting with more attendees. Roger knew of someone who may be interested but she is unable to attend daytime meetings. It was suggested perhaps the role may be shared and summer meetings are held in the early evening instead. To be discussed more fully at the next meeting.

**Any Other Issues:**

* There is no further information regarding the proposed extension. Dori will update once more information is obtained from the landlord and MSE.
* Dori advised that NHS England are encouraging Practices to move to more digital working processes, one of the aims is to move to total triage with all appointment requests made through eConsult. The Practice is intending to install a self check-in system to relieve queues at busy times.
* Roger asked the current level of DNAs. Dori will obtain the latest figures and advise the group.
* Terry advised the group on the latest information received regarding the new IMC (Integrated Medical Centre) at Long Lane which will include a diagnostic centre for the Grays area, avoiding the need to travel to Orsett Hospital or further for various tests.
* Roger will be attending with Healthwatch on 11th July. Depending on the weather, they may position themselves outside the main entrance for more space. Roger will ask the councillor if there are funds for a banner.

Next meeting: Thursday 25th July 2024. Time to be confirmed dependent on attendance of councillors.