**CHAFFORD HUNDRED MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP MEETING**

**Thursday 17th October 2024**

**Present:** Terry Brown, Lynda Pritchard, Dori Tillett (Practice Manager)

**Apologies:** Roger Passfield (Chair),

**Absent:** Yvonne Simpson, Jennifer Claridge, Rose Watson, Mick Messenger,

A new member, Lynda, was welcomed to the meeting.

Lindsay Inglott had informed Dori that she is no longer able to attend meetings.

**Minutes from the Last Meeting (25th July 2024):**

* No contact has yet been made with the local councillors to attend a meeting.
* Roger & Terry have gained access to the noticeboards and will be looking at updating them when they are both available to.
* No further information had been received from the landlord or NHS Estates regarding the proposed extension.
* There was disappointment that Healthwatch are unable to attend Practices. Contact details for Healthwatch are: [www.healthwatchthurrock.org](http://www.healthwatchthurrock.org), Telephone 01375 389883 (9am-5pm Monday-Friday), Email admin@healthwatchthurrock.org
* Dori advised that NHS England’s plan for GP surgeries to move to the “Modern General Practice” model which includes a Total Triage system, looks inevitable soon. This involves patients sending all appointment requests online via eConsult. This is being introduced across Grays and Thurrock and will be communicated to all patients. PPG offered to assist with the communication.
* Lynda suggested it might be useful to create a Practice survey using Monkey Survey. Dori will look into this.

**Any Other Issues:**

* Lynda suggested the PPG noticeboard could be moved to a more prominent position to be visible to patients passing through the surgery and not just those sitting in the waiting area. Proposed site is on the wall to the left of the reception desk in place of the suggestions box. Dori will look into the practicalities of this as it is close to the door towards consulting rooms and also close to the reception desk which may intrude on patient privacy at the desk.
* Terry enquired about the PPG being organised for Grays Primary Care Network by Liz Sykes. Dori understood this was still in the pipeline and would contact Liz for an update.

**Next meeting:** Thursday 16th January 2025 at 3.30pm (Provisional date - to be confirmed)