**CHAFFORD HUNDRED MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP MEETING**

**Thursday 25th July 2024**

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

**Apologies:** Yvonne Simpson, Lindsey Inglott

**Absent:** Jennifer Claridge, Rose Watson

**Minutes from the Last Meeting (15th May 2024):**

* No contact has yet been made with the local councillors to attend a meeting.
* Roger & Terry to try keys to the noticeboards.
* No further information had been received from the landlord or NHS Estates regarding the proposed extension.
* Monthly DNA numbers are posted on the website - 141 during June.

**New Secretary:**

* No one is yet available to take on the Secretary role. Dori agreed to type bullet points provided by the notetaker.

**Any Other Issues:**

* Roger had made contact with a patient (Paula) who had recently shown an interest in joining the group but had not received a response.
* Roger advised that Healthwatch and similar agencies are no longer able to visit surgeries. He had also received apologies from Heathwatch for not attending last time. He will contact Kevin Brice to obtain more clarity on the reasons for this - Dori to provide Kevin’s contact details.
* Terry asked whether the telephone system call back can be altered to ring more than 4 times to allow sufficient time to locate and answer the phone. Dori will see whether this is possible, however advised that it may be a generic function which could ay then add additional time to all outgoing calls.  
  Dori provided copies of the latest month’s telephone report which may be of interest. All were satisfied with how the system is working.
* Dori updated that there has been no further progress in obtaining funds for the Self Check-in system. Dori advised that NHS England are keen for GP surgeries to move to the “Modern General Practice” model which includes a Total Triage system, ie sending all appointment requests online via eConsult. Dori is due to visit a local surgery who is already using Total Triage and will report back at the next meeting.
* Dori provided a copy of the latest national GP Patient Survey. It was noted that of the 412 surveys sent, only 117 (28%) were received. It was also noted that the survey was conducted during January-March, which was before the new telephone system was installed.

**Next meeting:** Thursday 17th October 2024 at 3.30pm.