**CHAFFORD HUNDRED MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP MEETING**

**Thursday 30th January 2025**

**Present:** Roger Passfield (Chair), Terry Brown, Aldrine Thomas,

Dori Tillett (Practice Manager)

**Apologies:** Lynda Pritchard, Mick Messenger,

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

Aldrine was welcomed to her first PPG meeting.

Representatives from the PPG at Stifford Clays Medical Centre also attended (Elizabeth Sayer and Vivienne Crouch) and were welcomed to the meeting.

**Minutes from the Last Meeting (17th October 2024):**

* No contact has yet been made with the local councillors to attend a meeting. DT will be contacting them to advise of the commencement of Total Triage (see below).
* No further information had been received from the landlord or NHS Estates regarding the proposed extension.
* The Practice intends to organise a patient survey for feedback once the Total Triage model has bedded in.
* Dori advised that the suggested position to move the PPG noticeboard to (in place of the suggestions box) would not be suitable as too close to the reception desk and would interfere with patients’ privacy.

**Total Triage**

* Dori advised that the Practice will be adopting the Total Triage model as part of NHS England’s plan for Practices to improve access through digital consultations. eConsult for Total Triage will come into effect on Tuesday 12th March. 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. Text messages will be sent to the majority of patients with a link to the full information. Letters will be sent to patients without a mobile telephone. Notices will be displayed in the surgery and on the website and Facebook page. Dori will also advise Healthwatch and the local councillors.
* Members from the PPG at Stifford Clays Medical Centre offered advice on how the PPG can help support the Practice to inform patients and assist with helping patients navigate through the eConsult service. They suggested that it would be useful to explain to patients that although they can attend the surgery to request an appointment, they will be unable obtain one at the time, as receptionists will still need submit a simpler version of eConsult on their behalf. They also suggested displaying notices in as many venues as possible, ie pharmacy, schools, church café, Tesco, community centre.
* It is expected that eConsults will be available from 7.30am to 2pm (admin requests up to 4pm) and emergency only requests after 2pm - these will still be submitted to a doctor via eConsult Lite. Nurse appointments will continue to be booked manually.
* Dori demonstrated how to submit an eConsult.
* The PPG offered to assist with communicating to patients, displaying notices on their noticeboards, and with the Practice’s information drop-in sessions once arranged (if available).

**Any Other Issues:**

Terry was advised he was welcome to attend and observe the next PPG meeting at Stifford Clays Medical Centre.

Elizabeth and Vivienne were thanked for their support.

**Next meeting:** Thursday 3rd April 2025 at 3.30pm (Provisional date - to be confirmed)