

CHAFFORD HUNDRED MEDICAL CENTRE PATIENT PARTICIPATION GROUP MEETING

Friday 7th November 2025

Present: Terry Brown (TB) Lynda Pritchard (LP)
Yvonne Simpson (YS) Aldine Thomas (AT) - Notes
Rose Watson (RW)
Dori Tillett (DT) - Practice Manager

Absent: Roger Passfield - Chairperson, Mick Messenger, Jennifer Claridge,

Minutes from the Last Meeting (3rd April 2025):

- Suggestion Box is still to be opened up. DT still needs to place an appropriate note on the box.
- PPG noticeboard has now been moved to inside the door and is more visible to patients not needing to take a seat in the waiting room.
- The minutes were agreed.

Building Extension Update:

- NHS Estates are supportive of the extension plans being submitted by the landlord. It is hoped that these will be approved towards the end of the year or early next year.
- The extension will provide 3 more consulting rooms plus a lift for access to clinical rooms on the first floor.
- It is estimated that the build will take approximately 6 months and there will be some disruption during this time, ie scaffolding and noise.
- Some space in the car park will need to be used for constructors' portacabins, toilets and storage, therefore the car park may need to be closed during the majority of the build. Patients will be updated nearer the time.
- There was some discussion regarding the disabled parking bays. RW felt that provision should be made for disabled patients. DT advised that this will be reviewed nearer the time and advice would be sought.

Total Triage

- eConsults are now available all day, 8am-6.30pm. This has caused an increased workload for the surgery, for clinicians, reception and admin staff.
- DT advised that an additional receptionist has been employed to action eConsults once triaged by a Doctor and the Practice is hoping to employ an additional doctor soon.
- Receptionists are still able to assist patients with submitting eConsults and can submit eLites on behalf of patients unable to use the service.

Any Other Issues:

- YS offered to share any PPG notices from the Practice's Facebook page to the Chafford Hundred community Facebook page. DT will advertise the Facebook page on the information screen in the surgery's waiting room.

- Some individuals would have liked to praise particular receptionists for their help recently but were unable to identify them. DT will remind the team to ensure they are wearing their name badges.
- No further information has been received regarding the noticeboard near Tesco. YS stated that the church is willing to display notices.
- The group are keen to look at ways to improve participation. DT will circulate the Terms of Reference and will also provide contact details for the PPG at Stifford Clays Health Centre - this is viewed as a well run PPG and it was agreed that the group could learn from them.

Next meeting: Early February, date to be confirmed.