# Chafford Hundred Medical Centre

## Patient Participation Group (PPG)

## Thursday 28th January 2024

Present: Roger Passfield (Chair) Terry Brown, Dori Tillett (Practice Manager), Jane and Stacey

Apologies: Lyndsey

A new member “Mick Messenger “ will attend next meeting.

We need member of all ages, different ethnicities etc so the group represents the practice demographic.

Repeat Prescribing – You do not need to see a GP for a prescription review you can book an appointment with the pharmacist employed by the practice to do this. The pharmacist can also be used to discuss prescribing queries. You can have some repeat drugs on a 6 month order where your chosen chemist holds the 6 month of orders.

Notice boards outside. There is one near the practice (near the community church) that belongs to the forum this needs repair. A quote has been received. It needs a key to undo. There is uncertainty as to who has this currently. No one is sure who owns the other board in this area. It was suggested a note was attached to it asking this. Roger is trying to set a meeting with Kim

Next meeting Thursday 21st March 2024 with Kym chair of TAF to meet to discuss who’s board is who.

Roger arranged for ‘ healthwatch’ to come into the practice on the 6/2/24 to make patents aware of other services available in the area that maybe of use to patients. This meeting will be advertised on the notice board. Roger will attend to promote patient group and try and attract new members.

Dori met with Kevin Bryce who recommends feedback and using social media to advertise and promote meetings. Roger would look into this. **Update:** Roger confirmed the practice PPG already had a Facebook page.

Terry mentioned the group U3 – we should arrange from someone from this group to attend a meeting to share what they offer and how to join.

Dori mentioned Macmillan, MIND, and CVS the practice social prescribers may have links to these services Dori will find out.

Doctors from the practice could attend to discuss any medical condition that maybe of use to members of the patient group.

Stacey suggested that maybe someone from the practice could discuss what medications( over counter types) are no longer being prescribed by the practice if other members would also find this useful.

A possible extension to the current practice is again being discussed but no agreements on this to date.

Jane mentioned blood tests and how it’s hard for non drivers to get to Orsett hospital. It would be good if practice could have a phlebotomist service. Currently they don’t have space for this, however you can book at reception to have blood at hub but these appointments are limited. Jane asked how well this option was advertised as she was not aware of this.

The practice is due to get a new telephone system soon Dori will update on this when she knows more information on installation.

The practice is also hoping to get an appointment self check in screen to help with reception queue at busy periods.

Next meeting 21st March 2024