



MINUTES OF
PPG MEETING
TUESDAY 20TH MAY 2025
12.30-1.30PM

Present:

Dr Daniel Ward (DW)
Philomena Wright (PW)
Bethany Stiles (BS)

David Cornwell (DC)
Bob Hackett (BH)
Doug Stevens (DS)
Paul Reeves (PR)
Deon Ryan (DR)

Apologies for absence SM

Everyone was welcomed along with a roll call and a brief introduction from each member. Bethany Stiles attended the meeting via teams, and she was introduced to everyone in her new role as Practice Manager of Laindon Medical Group.

Summary of discussion

DS who is new to the PPG group asked what the purpose of the PPG meetings were and was advised that the contributions, experiences and suggestions from being the voice of our patients is valued and that together we can improve patient experience with the surgery.

DC advised that the minutes of the last PPG meeting were yet to be seen on the website and PW advised she would liaise with the IT lead regarding this.

PW addressed the group as happy to be POC (point of contact) within the surgery for the group and if needed, can be contacted via the deputy practice manager e-mail of F81108.deputypracticemanager@nhs.net

DC asked if future meetings could be more than a one-hour timeframe. PW advised that due to the availability of the room (teaching room) and both her and DW's diaries this could be an issue. She will ask the lead GP if it is possible that the group could continue, on occasion, to discuss matters further amongst themselves once the hour timeslot has finished.

ACCURX

The surgery has moved over to the new on-line booking system of ACCURX which has been quite seamless.

Most patients appear to be very happy with it, preferring it to PATCHS as it is more user friendly.

BS advised that she is in the process of looking at the whole ACCURX system and is hoping to add a visual aid to the website for patients to be able to navigate ACCURX easily. It was confirmed that urgent requests are triaged, and same day appointments are booked for urgent appointments (or next day if this is not convenience for the patient).

Routine requests are triaged, and we aim to reply within 48 hours.

WEBSITE & TECHNOLOGY ISSUES

DC & PR advised that there are 2 buttons on the website which are confusing when it comes to patients trying to make appointments. DC noted that the different domain titles for the practice were causing unease as once known as Laindon Health Centre and now Laindon Medical Group can cause confusion when accessing the website.

DC asked who is responsible for the upkeep and maintenance of the website. DW advised that the digital committee is made up of the lead administrator Desney Shoebridge, together with Dr Ahmed & Dr Watson who monitor the website. PW advised the group to e-mail the deputy practice manager e mail with any issues found within the website and she will pass it on to the relevant team.

PW advised that the digital hub will be starting up on Friday 22nd May 2025. Patients and those not registered at the surgery will be invited to attend in order to learn how to use ACCURX and the NHS App more effectively. The surgery is looking for volunteers to help man the hub. This will officially start on Thursday 5th June. Anyone wishing to volunteer should let PW or BS know via e-mail and their name will be added to the list. Training will be given to the volunteers if needed.

There continues to be support available to patients who do not have access to digital services, and elderly patients or those without internet access can still come to the surgery or call for an appointment. All reception staff are happy to talk patients through the process of using the ACCURX system.

MP VISIT ON 24.4.2025

PW advised that the MP Richard Holden came into the surgery on the 24th of April 2025, along with Geff Henry the counsellor for health in Laindon. Mr Holden was very impressed with the facilities at the surgery, but did advise that the funding for the ICB for 2025/2026 has been cut by 50%.

The hopes for a new building for the surgery have also been dashed as he advised that the developer was asking far too much.

DW advised that there is currently no funding available for a new surgery building and although it was announced recently that GP surgeries were to be given extra funding, to date, no-one has contacted us regarding this.

Positive feedback was given by DS who advised he was speaking to a patient at the surgery who is extremely happy with the way his prescriptions are issued so promptly. The surgery is grateful for all positive feedback received.

Meeting ended 13.30pm

Date of next meeting – to be advised.