

**PPG meeting on Wednesday 16<sup>th</sup> July 2025 at 11am.**

**Present at the meeting were: Dr D Ward, Bethany Stiles (via teams), Philomena Wright, Dave Cornwell, Liane Swainland, Paul Reeves, Fenella Needham, Bob Hackett, Doug Stevens.**

1. The minutes from the last meeting were reflected upon. As advised by the MP the proposed building is no longer happening due to being too expensive. Bethany will liaise with the lead GP to confirm there is no further avenue we can go down.
2. The purpose of the digital hub was explained to the PPG group by Bethany. Advertising has been done on the community Facebook page as well as Wells pharmacy and on the practice website. It was mentioned that it might be a good idea to post an advert for the hub with the community centre as well. Bethany will look into doing that.
3. Improvements continue to be made to the Laindon Medical Group website, and it is still in the process of being done. The URL is now showing as LMG.
4. There has been a lot of positive feedback regarding the use of ACCURX including from the PPG members who find it very easy to navigate. For older patients or those who do not have digital access they can still call the surgery for an appointment or come into reception, where a member of staff will complete an ACCURX on their behalf.  
Medical alerts re age, co-morbidities flash up as indicators when a patient submits an ACCURX message so that the team that triage the messages are aware if they are vulnerable etc.
5. AOB – members were advised that hospital letters, discharge summaries or changes to medication can take up to 6 weeks to get to us. All letters are work flowed by the admin team and any medication changes go straight to the pharmacists for adding or changing.
6. The NHS app continues to state that patients can use PATCHS which is incorrect. Bethany will call them to ask for this to be removed.
7. There has been news today regarding Physician Associates. The PPG members were advised that Laindon Medical Group do not employ any Physician Associates.

Date of next meeting to be advised.