

1. Welcome and Apologies.

Attendees: PPG; Vincent Smith, Peter and Tina Davey, Patrick Ruddy (Chair), Lauraine McGregor. Practice: Tamzin Haynes (Practice manager) and Dr Claire Medhurst

Apologies: Linda Ennis.

2. Approval of minutes of from May 26 PPG meeting. Minutes agreed subject to minor amendment. To be added to the Practice's website.

3. Appointments, retirements and resignations: Elaine Green retired from the PPG reflecting other priorities at this time; we thank Elaine for her valued contributions and wish her well.

4. Practice Managers Report.

The surgery is not accepting new patients owing to capacity concerns. Presently the Practice has nearly 14,000 registered patients, up approximately 1,260 in the past year. The Practice reported that it has a relatively high proportion of frail and elderly patients.

On-line requests – for non-urgent care: October 1 GP contractual changes requiring on-line access throughout surgery time has been introduced (Submit a Request on website (using Accurx software)), but patient requests are very low presently. The Practice is not using total triage and will monitor the situation, along with the ICB, to determine future changes. There was discussion considering whether a shift to online only bookings in surrounding practices had in fact driven from some practices and causing some of the increase in patients moving to the Baddow Village surgery. Concerns were raised that the on-line system will not deliver on it's promise of a simple and expedient way to make non-urgent care appointments. The practice confirmed that phone access is the main way people access the surgery and that phone access will be available at the surgery for patients alongside on-line access respecting patient's preferences. Online access is now available through Accurx, SystemOne and the NHS APP which is confusing.

Services: PCN medical support for the Surgery was discussed but with no additional support planned presently.

Staffing at the surgery is an ongoing operating concern, absences, hiring gap difficulties and sickness, affecting reception and advanced medical practitioner positions. Dr Hilary Ramsey is about to retire. Dr Overton will be returning to the Practice in January and recruitment to an additional GP position for a February start is well advanced. Filling receptionist open positions with qualified applicants is proving particularly difficult and appears to be a common issue for local surgeries. Locums are planned to cover some of the GP gaps through December 2025.

Complaints for the past six months were low with no recurring themes highlighted. Compliments are quite common and staff are kept informed where their care or interactions have been particularly acknowledged. NHS choices no longer post patient reviews; which were mostly complementary to the Surgery. Family and Friends survey results are reviewed and any concerns or trends are considered by the Practice.

CQC – no information on next review timing.

5. GP Annual survey results. The results of the 2025 GP survey were discussed with the PPG thanking and congratulating the Practice for the excellent results achieved this year, including the annual improvements in so many areas, Carers less good results nationally were discussed along with carer identification (registration) and the additional support carers could benefit from. The CQC carer quality markers were referenced and the Practice reported that they had good procedures in-place to identify, register and support carers. A question relating whether to the efficacy of registering service veterans was asked and the Practice advised that opportunities to register service veteran existed and staff would continue to be alert to this subject area.

6. Dementia Event Planning Review: Discussions on the draft raised suggestions to make it simpler for patients and to remove the pages relating to avoided risk of dementia factors for the target audience. Focus on more practical plans including legal and financial planning, DNR's, aiming at normalising planning conversations before it is too late, consider driving / DVLA advice. Patrick to revise the proposed slide deck. Lauraine raised the plight of people with dementia or Alzheimer's feeling they are unable to talk about

their condition. Look again at Tina's friends page (in resources pack) to better understand concerns. Plan to hold the information event during the Practice staff training day in early 2026.

7. Other items

- Feedback on Newsletter – first edition published and available at the surgery and on the website and Baddow library and a couple of other sites. Proposal is to continue with periodic newsletters informing patients of healthcare changes at the Surgery, and to explore which local social media Admins might post it. Wider ICB and NHS healthcare strategies and plans are mostly beyond the scope of the PPG except where the Practice affected.
- Practice welcome pack – an internal project, but losing out to staffing issues. NHS choices and website provide ability to locate nearby services such as pharmacies.
- It was duly noted that the PPG had not been relaunched as previously stated.
- Additional PPG representatives – ongoing requirement to form representative PPG
- Terms of Reference – agreed to adopt the attached PPG Term of Reference on a majority vote basis.
- Notice for AGM – Practice to publish notice of AGM December 10, 2025

8. AOB – Lauraine asked how the Hospital Discharge prescriptions were communicated to the surgery for continuation of medicines post discharge. The Practice advised that hospitals are required to issue formal discharge letters to the Practice including changes to prescription medicines. This formal process is long established and allow the safe transfer of care between different care organisations.

Next Meeting Dates:

- 1) December 10, 2024 at 18.15 in the surgery
- 2) Patrick and Tamzin to liaise and propose 2026 PPG meetings schedule