

## **Patient Participation Group**

### **Minutes of Meeting dated 11<sup>th</sup> June 2025 held at Basildon Road Surgery and via Microsoft Teams**

#### **Attendees**

Sarah Robertson (SR) – Abbeyslade

Pauline Clelland (PC) – Abbeyslade (Practice Manager)

Also attended by PPG Members (1 face to face 1 via Microsoft Teams)

Another PPG member attended at 2pm as he got the times mixed up. Sarah had a brief meeting with him as to what was discussed during the meeting.

SR Welcomed PPG Members and thanked them for coming. Sweet treats were offered to those in attendance!

SR opened the meeting by discussing the latest FFT Report (friends and family test) that the surgery receives monthly. This report showed Basildon Road Surgery had 90% satisfaction which was a slight improvement on last month. The Report also showed 3% Fair and overall dissatisfaction at 7%. We hope to get this raised again by next month. SR went through some of the comments from patients and advised PPG members that this document is available to view on the website or in the waiting room if they would like to read the comments in full.

***Action – PPG Members to read report in full if they would like to (available on website or in Surgery Reception Area)***

***Basildon Road Surgery to keep striving to continue to increase satisfaction score and reduce dissatisfaction score***

Sarah then handed over to PC to discuss the exciting new development regarding the funding agreed from NHS England for more clinical rooms at the practice. PC explained that this funding is for “building improvements” within the current structure of Basildon Road Surgery not for extensions etc. The PCN (Primary Care Network) are offering us 2 new clinicians (1 GP and 1 Pharmacist) but as things currently stand we have nowhere to put them as we only have 3 consulting rooms downstairs! PC went on to explain that we are hoping to add 2 consultation rooms upstairs – one would be a full consultation room and the second room would be slightly smaller (without a couch).

PC shared that she looked into getting a lift for the surgery to help our patients with mobility issues access these new consultation rooms upstairs however, due to the setup of the building we would have lost another room in order to facilitate the lift, it was therefore decided that the lift would not be an option and that Reception staff will triage calls/appointments to ensure the best clinical room is used for each patient. PC explained that we do not have any exact date for these works but we are hoping they will start before the end of the year.

It was confirmed that JC was interviewing some new GPs today and it was explained that a pharmacist is able to do medication reviews/hypertension reviews and add/amend medications as indicated by third parties (hospitals/consultants etc). Whilst the pharmacist would not be prescribing, any necessary requests would be passed to a GP to action.

One PPG Member advised that he has been with the surgery for many years and would like to see a male GP. PPG Member used to see Dr M Chand before his sad passing and now there are only female GPs available. PC confirmed that we are trying to find a male GP as this has been mentioned by some patients previously.

***Action – SR to update with building progress at next PPG Meeting***

***JC is currently interviewing for GP role and we are hoping to be able to secure a male GP – update to be given at next PPG Meeting***

SR then discussed the surgery connect phone systems. SR explained that overall the system seems to be working very well, however there were a few teething problems (which is to be expected when introducing new systems). SR went on to say that one of the problems were patients were pressing a number to go through to a particular que (for example referrals) however, that line no longer exists, so although the patient was hearing a ringing tone, the call was not going anywhere. SR explained that she had discussed this with the surgery connect help team and the issue has now been fully resolved. SR also explained that we receive a management report each month regarding the phone system, showing our busiest times for incoming calls which allows us to allocate reception staff appropriately.

***Action – Basildon Road Surgery to keep monitoring management report to ensure reception staff are allocated appropriately, accordingly to the busiest/longest waiting times on the phone line.***

The two main challenges that Basildon Road Surgery seem to be experiencing at the moment is the time taken to get through on the phone system and the waiting time to see a clinician (GP in particular). It was explained that currently online bookings can be made for annual reviews such as asthma/diabetic reviews etc. but that currently patients cannot book routine GP appointments online. However, it was explained that the online consultation or e-con has become more and more popular and that our aim is for a clinician to respond (usually a GP) within 48 hours of receiving them. It was suggested that information be put onto our phone system welcome greeting to ensure patients are aware of this option when they call.

***Action – Basildon Road Surgery to amend welcome greeting on phone system to include online consultation information***

Finally SR and PC explained the current situation with regards to childhood immunisations, in particular the MMR. Currently the uptake is very low in our Borough which is a cause for concern given the recent Measles outbreak in London. PC explained that we offer MMR at 1 year and 18month (whereas some other Boroughs offer it at 1 yr and 3.5 years). An outbreak of measles is very concerning and can be fatal. PC explained that a community would need around 80% of patients vaccinated to ensure immunity, however our Borough is just off of 70%, therefore the increase in measles within our Borough is high because the protection is not there. PPG Members were then asked if they had any suggestions as to how we could encourage people to have the vaccination going forward.

One member suggested a baby clinic at the surgery. This is something that Basildon Road Surgery offered a few years ago. This will be mentioned in the next staff meeting to see if this is something that can be re-implemented.

It was generally agreed that one of the reasons patients are not having this immunisation is because of “false news” generated on social media etc. and that re-assurance should be given to all patients/parents. Also, if patients come from another Borough it can seem as though we are rushing offering the 2<sup>nd</sup> dose 6 months after the first, so parents/carers/patients should be made aware of this fact.

***Basildon Road Surgery to discuss the possibility of opening a “baby clinic” during the next staff meeting.***

***Clinical staff to educate and encourage parents/carers/patients re MMR.***