

MINUTES OF THE LOUGHTON SURGERY PATIENTS PARTICIPATION GROUP

Date: 16th September 2025

Location: Loughton Surgery, Room 7

Chair: Yvonne Collyer

Minutes: Yvonne Collyer

- 1) **Attendees from the Practice:** Dr Larh
- 2) **Members in Attendance:** Yvonne Collyer, Frank McLaughlan, June Nice, Stella Nolan, Pat Bagshaw, Surinder Dhingra, Michael Higgins, David Darwin
- 3) **Apologies:** Nigel Cushion, Derek Gale, Kieran Stewart, Hazel Capal, Barry Capal, Valerie Raphael, Carol Davies
- 4) **Minutes from last meeting:** Accepted as read.
- 5) **Dr Larh's report:**

The Loughton Surgery would be happy to have the PPG meeting online if someone can set this up. The surgery does have a camera that can be used. Just need a laptop. Chair to discuss this with Kieran Stewart. (Kieran has kindly offered to support this before the next meeting.)

Flu jabs are now available at Buckhurst Way.

Covid boosters are available for 75+ patients and for patients with chronic health issues.

Station Road is part of Forest Practice.

Buckhurst Way, the Hub, can offer - on the day demand appointments

- extended access, evenings and Saturdays, but booked in advance
- spirometry is available at Buckhurst Way

Ordering Prescriptions

- **In Person:** Use the white slip attached to your last prescription. Tick what you need and drop it off at reception.

Loughton Surgery Website can be used to access a link to prescription websites:

- **Online:** Use the [NHS App](#) or [SystmOnline \(https://systmonline.tpp-uk.com/2/Login?Redir=1\)](https://systmonline.tpp-uk.com/2/Login?Redir=1). The latter is preferred by Dr Larh. (Get login details from Reception for SystmOnline.)

There is also **SystmConnect – A Convenient Way to Submit Requests Online**. No need to login, this is for submitting requests, but not for making appointments.

Prescriptions require a written pathway for legal reasons, so a telephone call cannot be used to make requests.

Blood Tests

Members wanted to know if the Loughton surgery will be approaching the ICB (Integrated Care Board) to commission blood tests at the practice, after this was given to The Drive surgery, which many have found difficult for numerous reasons. Dr Larh said the offer is still open.

No paper form is needed for blood tests at St Margarets, if you have been asked to go, just book using swiftqueue or alternatively, contact the PAH pathology department on 01279 827030.

(If asked to have an x-ray, these are just walk-in at St Margarets.)

(Forms are needed for stool and urine tests, check at Reception when these must be brought in.)

Rectory Lane – blood tests 3 days per week, for the first 30 people in the queue. A paper form is needed.

The Drive needs a different form to St Margarets, as it is part of Barts Health (and Whipps Cross). Members have complained at The Drive as the waiting room is not hygienic.

Cleaning

Members congratulated Dr Larh on the cleanliness of the Loughton surgery where a regular audit of the cleaning takes place and feedback is given to the cleaners.

Reception

Members also commented in the improvements to the Reception staff. Ana is now the Reception Supervisor and trains staff.

The much improved telephone system is liked apart from the strong message at the beginning, however Dr Larh informed the group that this is necessary because of some rude phone calls received at the surgery.

ICBs (Integrated Care Boards) were created by the [Health and Care Act 2022](#) to address a previous gap in coordinated health and care planning at a local level, ensuring that services are more integrated and patient-centred. They aim to provide better, more joined-up care for people, especially those with multiple, long-term conditions. They commission health services.

Their boundaries are changing to North and Mid Essex instead of Herts and Essex. **Essex Council** is also changing geographical boundaries. The ICB is aligned to Social Care but if the Council areas change will this still happen?

ICB - <https://www.hertsandwestessex.ics.nhs.uk/about/icb/>

The 6 priorities:

- give every child the best start in life
- support our communities and places to be healthy and sustainable
- support our residents to maintain healthy lifestyles
- enable our residents to age well and support people living with dementia
- improve support to people living with life- long conditions, long term health conditions, physical disabilities, and their families
- improve our residents' mental health and outcomes for those with learning disabilities and autism.

PCNs (Primary Care Networks - <https://www.england.nhs.uk/primary-care/primary-care-networks/>) – ours covers patients in Buckhurst Hill, Loughton, and Chigwell, providing integrated healthcare services and enhanced access for patients registered with partner GP surgeries.

There will be pressure this winter on services as less urgent funding will be available. The government expects their emergency plans to alleviate the need for more funding.

Home Visits

An RIS (Rapid Intervention Service) Paramedic will visit to assess if hospital is the next step for the patient. RIS is run by EPUT (Essex Partnership University NHS Foundation Trust). EPUT also runs Physiotherapy services.

Hospital at Home (initiated by a GP) can do blood tests, I.V. antibiotics, and look after people for up to two weeks on the NHS. The aim is to speed recovery and free hospital beds.

Care Homes

There is money for a pilot for a Care Home Hub. Six of the Hub Practices have a Care Home. They included a GP, pharmacist and paramedic. A Surgery trained Paramedic reviews patients in the care homes so avoiding frequent trips to A & E. The pilot ran for a year. This is now looking for more money, as it resulted in 40% less admissions to A & E, a good saving for the NHS.

CERNER

The electronic patient record system. Barts system and PAH are now joined up.

CQC

CQC is the Care Quality Commission. They inspect GP services, care homes, clinics, hospitals, mental health services etc

(See <https://www.cqc.org.uk/about-us/how-we-do-our-job/what-we-do-inspection>).

The Loughton Surgery was inspected in April 2025 and is still waiting for the report.

DNA (Did not attend) - Dr Larh reported that the number is very low at our practice.

Self Referral – see <https://www.loughtonsurgery.co.uk/index.php/our-services#Self-care-Referral-forms>

This includes a long list of services from Mental health crisis support, learning disability service, physiotherapy, frontline voluntary services and safeguarding. These lead to further information.

The **Social Prescriber** employed by the PCN (Primary Care Network) knows what services are available and can help with these.

Pharmacy First – see <https://www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/>

Pharmacists are part of networks too. Ear Microsuction is not on the NHS through pharmacies. (No local pharmacies have been commissioned to do blood tests.)

The provider Mayflower, a Healthcare Alliance which is an NHS provider covering west Essex and some of the alliances across Mid and South Essex, use The Drive for Microsuction.

Future Meetings

Try again to have a practice pharmacist attend.

Questionnaires over the telephone from the practice – who is employed to do these, and how was the list of patients called set up? (Dr Larh had left the meeting when this was discussed.)

PPG members would still like to request that a member of staff attend all meetings.

Next Meeting

Wednesday 14 January at 5:30pm