

## Minutes of PPG Meeting at Loughton Surgery

Date: 14<sup>th</sup> January 2026 at 5 pm  
Location: Loughton Surgery, Room 7  
Chair: Yvonne Collyer  
Minutes: Yvonne Collyer

### 1. Talk by Social Prescriber at the Loughton Surgery, Chloe Doree.

People may be referred to a Social Prescriber by a health professional or by self-referral and this can be for a number of reasons:

Housing, money worries, being a carer, wanting to live more independently, needing to be fitter/ lose weight, employment worries, looking for training opportunities.

A Social Prescriber will book an appointment. This is an opportunity to listen to the type of support that the patient needs and wants. Follow up appointments can be offered, or the patient may be signposted to some services that will help. This scheme often works well for people with one or more long term issues, for example mental health, vulnerable people, lonely or isolated people. Some will be referred to social groups in Loughton, Chigwell or Buckhurst Hill, such as Lunch Clubs, Art Clubs, Men's Clubs, Gardening, Volunteering, Training, Slow Paced Walking etc (see leaflets from Chloe).

There are Dementia Cafes for Dementia Carers, Exercise Classes, Classes for Weight Loss.

There is help to get Attendance Allowance and Blue Badges for those with disabilities to assist with parking.

People can be referred to Age UK or Citizens Advice.

People can be signposted to find help installing grab rails and other safety devices in the home.

Help is available from a digital support service about making good use of a mobile phone (sometimes this service can offer a free mobile phone).

If a pendant alarm is needed this can be arranged. Liberty Life provide free Pendant alarms and a key safe on the outside of the house/home to patients living in the Essex County Council area.

To self-refer, patients can go to Reception at their surgery and ask for a referral form for the Social Prescriber, or email: [Hweicbwe.lbcwellbeingteam@nhs.net](mailto:Hweicbwe.lbcwellbeingteam@nhs.net) or for more information visit: <https://lbcpcn.co.uk/social-prescribing/>

#### Evaluation of Impact:

Follow ups are carried out with patients, usually in about four weeks or at any time that the person wants to meet, to see if the person has engaged with recommendations made.

Some services will feed back to the Social Prescriber to say who has attended their services.

This is available to patients who are aged 18+

All health care professionals know about the breadth of this service.

Chloe is checking if Doctors and health professionals ask the patients' consent before referring them to a Social Prescriber. In her experience, people have consented to being referred to her.

Social Prescribers have monthly meetings with the GPs.

Chloe is based at Buckhurst Way.

The PPG members present were very pleased with the talk by Chloe and found the information very useful.

- 2. Attendees:** Chair – Yvonne Collyer, David Porter, Derek Gale, June Nice, Stella Nolan, Frank Mcloughlan, Barry Capal, Hazel Capal, Michael Higgins, Valerie Raphael

**Apologies:** David Darwin, Nigel Cushion, Pat Bagshaw  
Surinder Dhingra has resigned.

- 3. Minutes from last Meeting:** Accepted with the following recommendations:

#### **Dr Larh's report –**

**P.1** Follow up having PPG meeting online. Kieran offered to support in this.

#### **P.2** Blood tests:

People are keen to have blood tests at the Loughton Surgery. Can patients write to request this somewhere?

How many people are referred for blood tests from the Loughton Surgery?

Surely St Margarets would be glad to have less people going there as it is now usually a 2 – 3 week wait.

The number for the pathology department often does not answer. This makes it hard for people who do not use online services.

Are patients allowed to go to Waltham Abbey for blood tests, as this is convenient for some patients. If so, do they need a form?

#### **P.3** Care Homes:

Is there an update about the pilot Care Home for the hub?

Is there a report from the Care Quality Commission inspection of the surgery as this took place 9 months ago. What is their turn around time for sending their report?

**P.4 Future Meetings:**

Members would still like to hear from a practice pharmacist; how can this be arranged, as it has proved impossible so far?

Health Questionnaires over the telephone: members would like to know how patients are selected for these calls and who makes them.

Can a member of staff attend all future meetings please?

**A.O.B.**

How do we know when a new doctor or health professional starts at the practice?

Can we know what days doctors and other health professionals work, as it is difficult to see the same person without that knowledge.

It would be useful to have a **newsletter**, after the PPG meetings perhaps, sending out information such as this to all patients. (Our members were unaware of most of the information we learned today.)

**How to find minutes on our Loughton surgery website:**

Go to <https://www.loughtonsurgery.co.uk/>

Scroll down the page, as this is not visible at the top of the page, to six blue boxes, select the top right blue box: "Have Your Say" and left click:

This takes you to <https://www.loughtonsurgery.co.uk/index.php/have-your-say>

Scroll down to see PPG Minutes and National Association for Patient Participation (NAPP) Minutes

**Next Meeting**

**Wednesday 20<sup>th</sup> May 2026 at 5:00 pm** subject to this date / time being convenient for the practice.