

PATIENT NEWS

*The newsletter of Western Road
Patient Participation Group (PPG)
Autumn 2025*



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Practice Update

At the last meeting of the PPG an update on a number of issues was given. Dr Patel and Ruth represented the Practice. They reported on the size of the current list moving ever close to 13000 patients. The restriction on space has meant careful planning of the clinical team, the nursing team is now up to strength. The success of the Triage system has helped. The Practice is employing a new full time Pharmacist, Kirndee Kaur, who will be working Mondays and Tuesdays in the surgery seeing patients and for her remaining hours, remotely carrying out medication reviews.

The “Jab Weekend” saw 2300 vaccinations delivered with smaller clinics following on. There is still guidance for people to have a flu jab this year.

As of 1st October the NHS Contract with GPs has been changed such that doors, phone lines and triage must be open and available from 8am to 6:30pm. If a patient’s need is urgent, it is recommended that patients call the surgery allowing for travelling time to visit if necessary.

Home Visits. Currently BB Healthcare provide a home visits service for all the Billericay Practices. In theory doing this is sound, with patients being visited during the whole day, instead of a GP having to go out after face-to-face appointments have been completed. Some issues were raised as to the quality of this service; the Practice is aware of some of the shortfalls especially continuity of care and is considering how to manage home visits into the future

NHS restructuring / Integrated Care Boards jobs

10-year plan announced by the Government, focuses on moving work into the community, being more preventative than reactive. Digitising the NHS is seen as vital. As patients we must be concerned on the impact this will have on our current services. Practices are currently working at capacity both with medical staff and lack of space. Funding will be using the money created by “rationalising” the NHS and the current Integrated Care Boards. Our current ICB covers Mid and South Essex, this is to be absorbed into a new Essex ICB.

Self-Referral

GPs have traditionally been the gatekeeper, referring patients to specialists within the NHS. Self-referral services can help free-up GPs to see people with more complex healthcare needs, but also, they can help patients get the care they need, when they need it.

Over the past few years patients have been able to self-refer to a number of services, this list has been expanded. For those not aware of these services see below.

- Services that you can self-refer to, include:
- Physiotherapy for musculoskeletal issues
- Talking therapies for mental health
- Weight management support
- Pregnancy and maternity services
- Support to stop smoking
- Sexual Health
- Wheelchair services
- Podiatry services
- Minor Eye Condition Services

For more details link to the Mid & South Essex ICS website [click here](#)

In the last two newsletters we have looked at two charities, Parkinsons UK and Alzheimer's Society.

Today we highlight **St Luke's Hospice**

St. Luke's Hospice is a local charity providing compassionate care to people whose illnesses are no longer curable. Quote- *"We promote dignity in dying and empower people to make the choices they want from the moment they are diagnosed"*.

"Our care considers people's medical, spiritual and emotional needs, including support for loved ones and carers. Anyone living in Basildon and district can call on us 24 hours a day, seven days a week. Working alongside healthcare professionals, our specialist services are available at the Hospice, out in the community or in a person's own home." If you or someone you know wants advice this can be obtained using their "One Response" phone number. Recently they have opened a new unit at Bulphan, the beds there are used for Hospice Rapid Services and they also run a number of clinics there which have been commissioned by the Mid and South Essex Integrated Care team.

They need to raise over £11,000 a day. To find out more, visit the St. Luke's Hospice website at www.stlukeshospice.com

Remember if you want to drop us a line use western.roadssurgeryppg@nhs.net