

CENTRAL SURGERY
Patient Group Meeting
Via Zoom
1st July 2020

Present: Jenny Young, Liz Scott, Sally Ruddy, Heather Riches, Janet Search, Valerie Simmons, Joy Das, Dave Manser, Les Kuypers, Maxine Tilley

		Action
1	Apologies for absence: Verina Pettigrew, Olivia Purdie.	
2	Minutes of 3rd June for accuracy: Maxine apologised for leaving Joy off the attendance list.	
3	Partners Meeting: The hot site at Herts & Essex Hospital is being reviewed as it is being infrequently used. The Practice is doing weekly searches on new infections due to the increase of cases in Leicester. Valerie mentioned that the circumstances in Leicester are quite different from Sawbridgeworth. The surgery has seen an increase in demand for services from patients and is starting to plan for winter use. All available staff are now back in the surgery.	
4	Unlocking the Surgery: Clinicians are doing as many consultations remotely as possible and they are looking to restart health checks. Referrals are being made as usual. Patients who are shielding are using a separate entrance. Patients are still being asked to wait outside until called in but thought needs to be given to how to manage this in the winter months. Please send any suggestions to Liz. There may be the possibility of provision of an outside shelter, but the surgery is looking at all options but needs to be mindful of security of any structure. There is not currently an in/out flow but this is being looked at as use of the surgery increases.	All members
5	Flu Clinics: The surgery has been talking to Pater Lee at The Memorial Hall about the possibility of holding weekday flu clinics there. There is adequate space and an in/out system could be used. Flu clinics at the weekend could be held in the surgery.	
6	eConsult Usage: Liz had circulated the figures prior to the meeting. Maxine expressed surprise that the numbers had dropped during lockdown and Liz felt this may be due to the general reluctance of many patients to use the surgery.	
7	Communication to Patients: All members had watched the Church Street Surgery video. Liz said that Dr Kearns thought it too long but Jenny told the meeting that two patients from Church Street had found it excellent and informative. Dr Kearns was thinking about making one for Central Surgery but they do not have the correct software. Maxine asked whether the video could be put on YouTube and then a link sent by text to patients as well as having it on the website. The website has not been updated since March and Liz will get it updated. Liz told the meeting that the new website is going to be done by the surgery itself and a couple of people have been approached in initial discussions.	LS
8	Action Plan Update: A new Action Plan is due to include the annual survey and the new working circumstances. Liz will draft the plan ready for the next meeting.	LS

9	<p>External Meetings:</p> <ul style="list-style-type: none"> • PNQ: Jenny had circulated the minutes prior to the meeting • Carers in Herts: Jenny had circulated her notes • SV&V: Again, Jenny had circulated her notes. The meeting had discussed the changes at the top of the STP group. Both Jenny and Maxine had expressed concern that whereas there were previously joint leads between Health and Social Care that the new lead was Health based. There was a worry that Social Care would not have such a prominent voice under the new leadership arrangements and that group members would write to HCC and the STP expressing this concern. Jenny will write on behalf of our PPG. 	JY
10	<p>Patient Group News and Media: Valerie had circulated the draft newsletter prior to the meeting. Maxine queried how patients could access the surgery to return their online access forms and ID if they were not supposed to ring the bell. Valerie will clarify with Liz prior to sending the newsletter for publication. Liz also asked if the NHS App could be included. Also, a warning about Covid19 scams will be added. Joy asked Liz what was happening about the backlog of referrals and appointments at PAH. Liz had no information and it was suggested Joy wrote to her contacts at PAH for further details. There was a general discussion about the new ways of working at the surgery and it was agreed that all of the September newsletter would be devoted to this topic. It will also include what can/cannot be done at the surgery and the continuing work of the District Nurses and Midwives. Dave had been involved in Zoom meetings with carers from the Carers Hub and they had attracted some who had not managed to attend the usual meetings. Dave asked if this information could be included in a future newsletter.</p>	VS/LS JD DM/VS
11	<p>Any Other Business:</p> <ul style="list-style-type: none"> • Joy had been sent an asthma form to complete for her review and then had a follow up telephone consultation. She felt that it would be useful to have a space on the form for comments. Liz thanked her for her feedback. • Covid19 Vaccination: No planning has been done yet as there will be priority categories and the surgery does not know what they will be. • NAPP Newsletter: An article wrote that CCG's had been instructed to stop PPG involvement during the Covid19 crisis. Jenny felt strongly that this had not occurred in our area so would write to this effect on behalf of our group. • The two pharmacies have seen an increase in business during Covid19. • Verina wanted to report that she had been frustrated by the lack of guidance following the discharge from hospital of her husband. She queried as to whether patients generally were let down by a lack of information and follow-up services on discharge. Jenny offered to write and will send a letter to the Quality Officer at the CCG for comments after Verina had agreed the wording and given her consent. • Phone calls from the surgery: Joy asked why the number was withheld when a clinician telephoned a patient. Many patients may not answer, particularly when the call was not expected. Liz advised that this was due to patient confidentiality and could not be changed. 	JY
12	<p>Date of Next Meeting: 5th August at 12.00 via Zoom. Jenny will send the invitation.</p>	