

**CENTRAL SURGERY**  
**Patient Group Meeting**  
**Via Zoom**  
**2<sup>nd</sup> December 2020**

**Present:** Jenny Young, Dr Kearns, Verina Pettigrew, Liz Scott, Joy Das, Dave Manser, Sally Rutty, Valerie Simmons, Janet Search. Heather Riches, Maxine Tilley

		Action
1	<b>Apologies:</b> None received	
2	<b>Minutes of 4<sup>th</sup> November for accuracy:</b> No amendments	
3	<p><b>Response from Liz to questions raised:</b></p> <ul style="list-style-type: none"> <li>• All staff have returned following the Covid outbreak. The surgery remains really busy and, with some staff sickness and caring responsibilities, the staff present on a daily basis is being evaluated. It remains a dynamic and changing situation. The Practice has been offering multiple appointments with huge access and patient contact every day. They are increasing capacity with some winter pressure money. This plan will continue for the next few months. Reception staff morale is low and they are still being abused by some patients, with one member of staff resigning due to this. Liz is doing some re-organisation in reception to better support staff. Complaints vary but are often about being unable to see a specific doctor or wanting a face to face appointment not triage. Valerie has already put a piece in the next Newsletter on abuse but Dr Kearns felt it could be worded in a more positive way. Valerie will reword this section and include not necessarily seeing a particular GP and the use of eConsult.</li> <li>• The surgery is continuing with most services, based on clinical priority. Non-urgent minor surgery is currently on hold.</li> <li>• Patients are now being admitted to the waiting rooms in a secure way. It is working well for staff and patients are not having long waits for their appointments.</li> <li>• The Arden software has specific condition sections with prompts to aid the GP. It is also easy to code and build up a complete profile of a patient. Key information can be shared with hospitals if the patient has given consent. Use of this system has been enhanced more recently by the digital connectivity enabling staff to email letters to PAH and text and email patients.</li> <li>• Information is uploaded onto the Intranet and staff are either alerted by email or it is put on the homepage.</li> </ul>	VS
4	<p><b>Partners Meeting:</b></p> <p>This is held every Wednesday to discuss operational and business management, training, meeting needs and distributing the workflow. The Partners have been planning ahead with physician associates and trainee GP's. They are currently planning for the Covid vaccine with the local Primary Care Network. This will involve a shift system to provide additional hours for the vaccination programme, which will be held in Bishops Stortford, likely at the Football or Rugby clubs and operate 8am to 8pm on 7 days a week. The vaccine will be</p>	

	stored at a central site and Central Surgery will provide a list for priority patients. No help is needed from the PPG. Flu vaccinations for the over 50's will start on 12 <sup>th</sup> December.	
5	<b>Website:</b> Jenny had circulated comments from the group prior to the meeting. The surgery has signed up for a trial version, which Liz will circulate to the group for comments/suggestions.	LS/All members
6	<b>Flu and Covid Vaccinations:</b> See notes under Partners Report. Part of the delivery of the Covid vaccination will be support for communications to promote the take up the vaccination.	
7	<b>eConsult Usage:</b> Liz will circulate the figures to the group. There is sometimes a capacity issue dealing with the number of eConsults coming in. It was felt that the system may need to be made more flexible as the questions are often irrelevant or it is difficult for a patient to determine which category they need to complete. South Street surgery has told patients to only phone in for an emergency appointment and otherwise use eConsult. This will mean a huge shift in resources. Jenny will check at the Patient Network Quality meeting how well this is working.	LS  JY
8	<b>Annual GP Survey:</b> Maxine raised the issue of the question on the survey about the % of patients who usually got to see or speak to their preferred GP when they would like to. Central Surgery scored 14% with a national average of 45%. There was a discussion about the potential reasons for this. It was agreed that this is important for management of long-term conditions and when a GP has requested specific tests. The surgery changed its appointment system 3 months ago to give GP's block slots to book in their own follow ups which improves continuity of care. It was agreed to look at this question in the survey next year.	
9	<b>Action Plan/Annual Patient Survey:</b> Liz has been unable to make progress with this due to work pressure. Jenny asked if any of the group could help with this but Liz said that she needs to analyse the survey data first.	LS
10	<b>External Meetings:</b> <b>Integrated Care System:</b> Jenny and Maxine attended a Zoom meeting with the CCG. Jenny will circulate her notes with links to the staff biographies leading on the project. It will not become a statutory body until April 2021.	
11	<b>Patient Group News and Media:</b> Dr Kearns was thanked for her personal message to patients which has received positive comments on Facebook. It has not yet been sent out to patients due to lack of staff time. Valerie asked if the surgery could check who the newsletter gets sent to but Liz said that would entail a huge piece of work which they could not commit to. Dr Kearns said that communication needs to have a slick system to send out mass emails to patients and would follow this up at a Practice meeting. The High Wych Link magazine is changing its publication deadline (21 <sup>st</sup> ) and as they produce our newsletter every month, Valerie would like to work to their timescale. Valerie has sent next month's information to the Flyer, although they have not published it again. Valerie will start working on the February edition and Liz agreed to send Valerie the number of completed flu jabs. If anyone has any information for the	DK  LS/VS

	Newsletter please send directly to Valerie although she prefers information from the surgery about certain topics as she is not a clinician. Verina and all the group thanked Valerie for all her hard work and effort in producing our excellent newsletter.	<b>All Members</b>
<b>12</b>	<b>Partners Report:</b> It was not felt necessary for Jenny to write one this month as Dr Kearns attended. Both Dr Kearns and Liz had felt that sending in questions prior to the meeting had been helpful to prepare them for the meeting and that this would continue.	
<b>13</b>	<b>Actions Not Met:</b> Action Plan/Annual Patient Survey	<b>LS</b>
<b>14</b>	<b>Any Other Business:</b> <ul style="list-style-type: none"> <li>• Liz had received a letter sent from Sally and asked her to phone after the meeting to follow the matter up.</li> <li>• <b>PAH:</b> Plans are under way for the new build hospital.</li> <li>• <b>MSK:</b> Heather had not heard back from this group so will contact them for a response.</li> <li>• <b>Zoom:</b> This can be provided for the PPG as we have an NHS email address. Jenny will contact Joy Hale to discuss further.</li> </ul>	<b>SR</b> <b>HR</b> <b>JY</b>
<b>15</b>	<b>Date of next Meeting: 6<sup>th</sup> January 2021 at 6.0pm via Zoom</b>	

