

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

**Present: Jenny Young, Liz Scott, Heather Riches, Dave Manser, Sally Ruddy, Verina Pettigrew, Valerie Simmons, Olivia Purdie, Maxine Tilley**

		<b>Action</b>
<b>1</b>	<b>Apologies:</b> Les Kuypers, Janet Search, Joy Das	
<b>2</b>	<b>Minutes of 5<sup>th</sup> August for accuracy:</b> No amendments	
<b>3</b>	<p><b>Partners Meeting:</b></p> <p>There has been continued planning for the flu clinics, waiting rooms and opening up the surgery. It is planned to have more patients in the waiting areas from 1<sup>st</sup> October.</p> <p>The practice is starting to plan for the winter as it may be difficult to distinguish who may have Covid19 as opposed to other winter ailments. The H&amp;E hot site may not be fit for purpose and there is an issue of how to finance it. An approach has been made to the CCG. The Primary care Network has put in a bid for a day service. The surgery has had mjog messenger installed which should improve communication and texting to patients considerably, although there are some teething problems.</p> <p>Patients eligible for the shingles vaccination will receive an invitation. Liz will confirm the eligibility for the shingles vaccination and Valerie will include it in the newsletter. Valerie asked about private shingles vaccinations and Liz thought that The Rivers Hospital were doing them.</p> <p>The new appointment system is still in the trial phase and needs to bed down for a further month but GP's are dealing with more of their own follow ups.</p>	<b>LS/VS</b>
<b>4</b>	<p><b>Waiting Rooms:</b></p> <p>Patients are starting to come in and the chairs are socially distanced. Reception staff will manage the door and waiting rooms. Once the waiting rooms are open, all staff will wear masks in the patient areas. Liz is asking patients to put a mask on if they remove it. Sally had received conflicting advice about the process when coming to the door. Dave asked if patients can text to say they have arrived but this is not yet consistent with all clinicians. Liz will ensure that all staff are giving out the same information ready for 1<sup>st</sup> October.</p>	<b>LS</b>
<b>5</b>	<p><b>Flu Clinics:</b></p> <p>The invitations for flu jabs are beginning to go out and the first flu clinic will be held on 14<sup>th</sup> September. Janet is helping to send out flu letters to those patients not on SMS.</p>	
<b>6</b>	<p><b>eConsult usage:</b></p> <p>Figures not yet analysed.</p>	
<b>7</b>	<p><b>Surgery Video Update:</b></p> <p>Dr Kearns is still planning to do a surgery video and the surgery will use Facebook and Twitter for campaign messages.</p>	

8	<p><b>Action Plan:</b> No progress made but Liz is hoping to work on it in October. Jenny suggested that a working group of members meet to draft some ideas to be included in the Action Plan.</p>	<p>LS JY</p>
9	<p><b>Advanced care Planning:</b> Jenny will resend the article to Olivia and asked the group to send their comments to Maxine, who will collate the responses for the CCG.</p>	<p>JY</p>
10	<p><b>External meetings:</b></p> <ul style="list-style-type: none"> <li>• Dave had attended virtual Hertswise and Carers in Herts meetings , which were not well attended. Jenny had emailed the talk on scams/fraud. There was discussion about having live meetings but these will not be in the foreseeable future.</li> <li>• WEssex CCG AGM: Jenny had circulated the presentations prior to the meeting. This meeting was held via Webex which didn't work as well as Zoom.</li> </ul>	
11	<p><b>Patient Group News and media:</b> Valerie had circulated a draft of the newsletter prior to the meeting. She will also include an update on the shingles vaccination, scam information and the link for the Covid video for patients whose first language is not English. Olivia will write a piece on five ways to stay positive and send it to Valerie.</p>	<p>VS OP</p>
12	<p><b>Partners Report:</b> Jenny will convey our request for financial support for longer Zoom meetings, especially in light of possible CFF funding to surgeries for PPGs and express again our view that a video by Dr Kearns would increase our ability to inform patients about the surgery and clarify the recent changes in services. She will also mention specifically the work members of the group have contributed to the CCG request for information on their understanding, or lack of knowledge, about Advance Care Planning.</p>	
13	<p><b>Actions Not Met:</b></p> <ul style="list-style-type: none"> <li>• eConsult data not available</li> <li>• Action Plan not completed</li> </ul>	
14	<p><b>Any Other Business:</b></p> <ul style="list-style-type: none"> <li>• Joy Hales, CCG, had told Jenny that the Consolidated Funding Framework had been sent out. Liz said that the surgery has already complied with the criteria for funding. Liz will look into funding for Zoom for the PPG.</li> <li>• Liz will circulate a survey on data sharing for us to complete.</li> <li>• Valerie reported having a good experience when calling 111.</li> <li>• Jenny will investigate the possibility of how to end our Zoom meeting and then restart it to give us more time.</li> </ul>	<p>LS LS JY</p>
15	<p><b>Date of Next meeting: 30<sup>th</sup> September 2020 at 6pm</b></p>	