

CENTRAL SURGERY
Patient Group Meeting
Via Zoom
30th September

Present: Jenny, Joy, Verina, Dave, Valerie, Maxine. Liz attended for part of the meeting.

		Action
1	Apologies: Les, Sally, Heather, Olivia, Janet	
2	Minutes of 2nd September for accuracy: No amendments	
3	Partners Meeting: The practice is taking on medical students through this year and physician assistants will be coming for training. Mjog is not proving as useful as anticipated. The website has been updated with the current Covid information. Liz said that the new appointment system was working well but members were unsure about what the changes were. Although some information appeared in the September Newsletter, it was insufficient publicity to have reached most patients. The telephone message will be changed to put the options available first before any information is given.	
4	Waiting Rooms: These are being opened up gradually as patients cannot wait outside in the bad weather during the winter months.	
5	Flu Clinics: These are running well and the next sessions at the Memorial Hall start on 12 th October. The group questioned the setting of the priorities for the jabs as some vulnerable and elderly patients had not received their appointments and other fitter patients had already had their vaccinations.	
6	Medication reviews: The surgery has almost caught up with the backlog. There were queries that needed to be raised but due to the extremely limited time available these were not addressed.	
7	eConsult Usage: The figures are currently being analysed.	LS
8	Surgery Video Update: The practice will not be making a video but will send out communications using Twitter, Facebook, the website and newsletter to send information to patients. No explanation was given for this decision.	
9	Annual GP Survey: Maxine had looked at the survey in detail and compared our data with both the national average and the other surgeries in the locality. Central Surgery had performed well but there were two areas where they fell well below the national and locality average. Due to a lack of time available Maxine agreed to email Liz with the areas of concern for discussion at the next meeting.	MT
10	Action Plan: There has been no progress on this. Jenny suggested a subgroup of the members meet to draft an outline for discussion at a future meeting.	JY

11	External Meetings: <ul style="list-style-type: none"> • Patient Locality Network (previously SV&V): Jenny had circulated the notes prior to the meeting. There were no questions raised. • PNQ: Jenny had previously sent out the report on CAMHS (Child and Adolescent Mental Health Service). The notes from the meeting were sent out today. Jenny will circulate the official minutes once received. 	JY
12	Patient Group News and Media: Valerie had circulated the draft newsletter prior to the meeting. She is waiting for the information from Olivia to add in. Maxine asked if HCA could be written in full. Also, Maxine queried how patients could return their online application forms and ID to the surgery if they were not allowed access without an appointment. Valerie will clarify with Liz. The last newsletter had appeared on Facebook on September 8 th . Valerie requested that it go on earlier in the month as some of the information is time critical. Church and Town has not been published since lockdown in March.	VS/LS LS
13	Partners Report: <ul style="list-style-type: none"> • Supporting PPG with Zoom • Priority setting for flu jabs • Medication Reviews • Online access application process • Functioning of PPG 	JY
14	Actions Not Met: <ul style="list-style-type: none"> • Action Plan not started • eConsult data not available 	LS LS
15	Any Other Business: <ul style="list-style-type: none"> • Pharmacy Xmas Opening: Both Village and Bell pharmacies will be open for a specific number of hours on Xmas Day. Valerie will put the details in the newsletter. • NHS Covid App: A patient had received an email asking for the App to be downloaded and had queried how NHS England had got the personal details as he had not given permission for his data to be used. Liz agreed to look into how this had occurred. • Leventhorpe Letter: Jenny had drafted a letter to invite a pupil to join our group. Under the current circumstances regarding our meetings, it was agreed to delay this. • There was much concern about the current effectiveness of the meetings. There were several issues that members wanted to raise and query and have further discussion on but the limited time available prohibited these from being done. The patient members presently feel ineffectual, disengaged and question how much the surgery values their contribution, with little or no feedback. At such a difficult time for both staff and patients, members feel it is more important than ever to have a fully involved PPG. 	VS LS
16	Date of Next Meeting: 4th November at 6.0pm. Jenny will send out an email with the Zoom invitation. Subsequently, Jenny has sent two invitations to allow for extra time for discussion .	