

CENTRAL SURGERY
Patient Group Meeting
Via Zoom
3rd June 2020

Present: Verina Pettigrew, Heather Riches, Liz Scott, Olivia Purdie, Dave Manser, Jenny Young, Valerie Simmons, Maxine Tilley. Janet Search joined us by telephone.

		Action
1	Apologies: Sally Rutty, Les Kuypers	
2	Minutes of 4th March for accuracy: No amendments	
3	<p>Partners Meeting:</p> <p>The surgery has appointed a third pharmacist, who will be solely for use at Central surgery.</p> <p>There has been a huge increase of the use of IT and the surgery is now able to text documents and use video consultations. Valerie said that there have been numerous positive comments on Facebook for the service provided by the surgery.</p>	
4	<p>Update on how the Practice is dealing with Covid 19:</p> <p>The surgery is restricting the number of people in the surgery. Initially, many were working from home but reception, admin and most clinicians are now back in the surgery. Most consultations are via telephone or video and there are no patients in the waiting rooms. Patients are asked to wait outside and are then called and escorted into the building. This is working well and will continue but ideas are needed as to how to manage patients outside in the winter.</p> <p>All clinicians are wearing PPE to see patients and there is social distancing in the building and a one-way system for admin. Liz was asked about the cleaning of communal facilities. The toilets are not available to patients at this time and staff are required to clean each time they have used them.</p> <p>The Practice has seen no Covid 19 patients as these are referred to the H&E Hospital. This will continue until at least the end of June. It is being manned by GP's but is not being used much. 111 is triaging many Covid 19 patients.</p> <p>The surgery has become busier over the last couple of weeks but there are concerns about patients not contacting the surgery when they need to do so. Liz will send some information to Valerie for inclusion in the newsletter. Liz will also add information to Facebook, Twitter and the pharmacies.</p> <p>The medication review dates have been extended.</p>	<p>All members</p> <p>LS/VS LS</p>
5	<p>Actions on how to unlock the surgery:</p> <p>The Practice is gradually unlocking but it will continue to be a different way of working. Triage will be needed before any patient comes into the surgery.</p> <p>The nurses and HCA's are now doing routine procedures. They are starting to recall patients with long term conditions, but these will mostly be done with telephone consultations. There have been far fewer queries about minor illnesses.</p> <p>The surgery is not currently taking the temperature of patients when they arrive. They have an idea of numbers infected, which is not too many, but it is difficult as some patients have no symptoms or have not been tested.</p>	

	A decision needs to be made about completing medication reviews and how to manage the flu clinics, which are due to start in early September. Liz has asked for the group to suggest any ideas.	All members
6	eConsult usage: There has been an increase in use but Liz has not analysed the figures yet. She will circulate them once completed.	LS
7	What patients need to know and information communication: The message needs to be publicised that the surgery is still available and patients should contact them if necessary and not put off calling. Also, to publicise that patients should not forget their routine injections. Patients need to be encouraged to sign up for online access but it is difficult at the present time as the surgery has to verify the ID. Medication reviews have been extended where necessary with a full review being done when the surgery starts unlocking. Patients also need to be informed as to how the surgery is coping and how services will be gradually unlocked. Liz will send Valerie some information to include in the newsletter.	LS/VS
8	Patient Group News and Media: The next newsletter has been finalised and Valerie had circulated it prior to the meeting. Greg Rattey, Deputy Mayor, is keen to support the PPG so Valerie is now sending him our newsletter. He could be a useful link with the Town Council. The August edition will include flu clinics and unused medication.	
9	Any Other Business: <ul style="list-style-type: none"> • Jenny had sent a letter to the MP supporting the two pharmacies, which she had circulated prior to the meeting. • The surgery is completing 'comfort calls' to patients and their care rs and making referrals for social prescribing. • It was recognised that there may be a large increase in the need for mental health services post lockdown. • Thanks were given to all the traders, services and community groups who have supported and kept Sawbridgeworth going during the pandemic. 	
10	Date of the Next Meeting: Jenny will set the next date and advise all the group members.	JY