

CENTRAL SURGERY
Patient Group Meeting
Via Zoom
5th August 2020

Present: Jenny, Joy, Liz, Valerie, Dave, Sally, Les, Maxine

		Action
1	Apologies: Olivia, Verina, Heather and Janet (technical problems)	
2	Minutes of 1st July for accuracy: Maxine had incorrectly attributed the query on the surgery number withheld to Joy, when it was Sally who raised it. She said that the last call she received the GP stated this is Central Surgery which she found helpful.	
3	<p>Partners Meeting:</p> <p>The practice has been working on devising plans to open up the surgery more. A trial started today on a new system where patients with a confirmed appointment are given a number to text when they arrive outside. A receptionist then comes to the door and tells the patient which room to go through to. The surgery is concentrating on completing the shingles vaccinations before the flu clinics start.</p> <p>The staff have attended a flu clinic logistics course and the practice was notified on Monday that all over 50's will be offered a routine flu jab in addition to the traditional categories, although those aged 50-65, with no relevant underlying health conditions will be completed last. The practice hopes to complete the majority of the flu jabs during the weekday appointments, although there will be some form of Saturday and evening clinics.</p> <p>A new appointment system is being trialled from this week, where, following test results, the GP will send a text to the patient confirming no action required or a text giving the patient an appointment time for a telephone consultation. There will be a limited number of pre-bookable appointments available and patients will be encouraged to use eConsult.</p> <p>The surgery has changed the medication review process. Letters are still being sent out and patients will need to book a pharmacist telephone consultation appointment unless they are told that a consultation is not required and the prescriptions will continue for another year. Blood tests are being done at the surgery as there is a substantial delay at PAH. Liz will send the information to Valerie for inclusion in the newsletter.</p> <p>Village Pharmacy is now sending texts to patients, whose mobile numbers they have, to advise them that their prescription is ready for collection. Bell Pharmacy will be starting with the same system after next week.</p>	LS/VS
4	Management of patients attending during the winter months: Discussions have taken place about re-opening the waiting rooms but no action yet finalised.	
5	Flu Clinics: The first clinic will be held at The Memorial Hall during the week of 14 th September when 4 clinicians will be working at the same time to complete the jabs. Patients will be sent an appointment and asked to keep that one if at all possible. A second clinic at The Memorial Hall will be held in October. We have	

	been asked to forward information about how we plan to run our flu clinics and appointments during the winter months to the E&NHerts CCG.	
6	eConsult Usage: The numbers have increased but Liz has not had the time to complete the analysis.	
7	Surgery video for patients: The practice is purchasing software to enable it to make a video. The meeting felt it important to communicate how patients can now use the surgery especially with so many frequent changes.	
8	Action Plan Update: The patient survey has not yet been analysed to enable the action plan to be completed.	
9	External Meetings: <ul style="list-style-type: none"> Advanced Care Planning (ACP): Jenny and Maxine had attended a Zoom meeting with the CCG to discuss this topic. Jenny had circulation the document provided for this prior to our meeting. There were 6 key questions posed at the end and Jenny would like all members to think about these and email their answers to her, with a copy to Maxine, to collate our PPG response. <p>Jenny asked what the policy was at the surgery. They have a palliative care list and review that conversations about Advanced Care Planning have taken place. Claire is the lead for cancer and palliative care reviews. A Multi-Disciplinary Team review the ACP's. Liz said that the Community Staff and District Nurses should take more of a lead.</p>	All members
10	Patient Group News and Media: Valerie was concerned that information on the front page of the website, as well as throughout, has not been updated since March. She is concerned that the information is so out of date. Liz said that it is a resource issue. The newsletter has not been in The Flyer again so they will follow it up with the publishers. The August newsletter is in the process of being sent out. Valerie will include updates from both pharmacies in the September newsletter and inform patients about the new computer system being installed at Bell Pharmacy. Liz has sent Valerie information about the new appointment system and Valerie will also include a link for the Self-Help Booklet.	LS VS
11	Partners Report: Jenny will write with our view that it is vitally important that the practice keeps patients informed as to changes in new procedures and ways of working.	
	Actions Not met: <ul style="list-style-type: none"> Provision of eConsult figures Action Plan 2020/2021 	LS LS
12	Any Other Business: <ul style="list-style-type: none"> A new website provider for next year has been identified and they will start to build it from next month. Bell Pharmacy is getting a defibrillator Joy expressed disappointment with West Essex CCG in not providing adequate information on how PAH will be functioning following the pandemic. NHS Cadets: Jenny will get more information on the scheme and send it to Leventhorpe School. The PPG needs to make contact with the 6th form in September to encourage a member to join the PPG. 	JY

	<ul style="list-style-type: none"> • Les raised the issue about the amount of diabetic medication he has at home. Liz advised him to only order/accept what he needs and to discuss the issue with reception. • Maxine gave everyone information on the Covid 19 research project her household is involved in with Oxford University. 	LK
13	Date of Next meeting: 2nd September 2020. Please email Jenny with your most convenient time.	All members

