

**CENTRAL SURGERY**  
**Patient Group Meeting**  
**8<sup>th</sup> January 2020**

**Present:** Olivia Purdie, Liz Scott, Janet Search, Les Kuypers, Dave Manser, Verina Pettigrew, Heather Riches, Jenny Young, Valerie Simmons, Maxine Tilley. Dr Kearns attended for the first part of the meeting.

		Action
1	<b>Apologies:</b> Joy Das, Sally Rutty	
2	<b>Minutes of 2<sup>nd</sup> December for accuracy:</b> No amendments	
3	<p><b>Partners Meeting:</b></p> <p>Practical completion of the new surgery was on 6<sup>th</sup> December but there is a long snagging list. The vacated admin rooms are now having remedial works and there are ongoing discussions about the flooring problems. Rooms 4, 5 and 6 are still having works done but staff are gradually using the new areas. Dr Kearns said that they now have a beautiful facility but it will take a little while to settle in. There has been some rethinking about the operation of the building and management roles. April will be doing the daily operational issues and Liz will do the strategic management.</p> <p>The surgery is a training practice again and medical students will be coming in the spring with registrars in the autumn. Bernadette will become the managing nurse as Hilary retired before Christmas. Locums allow for flexibility for pressures throughout the year.</p> <p>A second pharmacist has been appointed and will start on 27<sup>th</sup> January.</p> <p>The national rules for Primary Care Networks are still being worked out but Dr Kearns felt them to be overly complicated and they are currently working through the governance issues.</p> <p>A retinal screening service from Herts &amp; Essex Hospital will begin at the surgery in February on 3 days a week.</p>	
4	<p><b>Annual Meeting: 30<sup>th</sup> April 2020</b></p> <p>The memorial Hall is booked and Dr Kearns will be the main speaker with input from the other GP's. The patient survey will need to be completed and will be finalised at the next meeting. The details can be added to The Flyer website under 'What's On'.</p>	<b>All members</b>
5	<p><b>eConsult:</b></p> <p>There were 169 submitted in December and Liz circulated the breakdown of usage at the meeting. The surgery is hoping to promote the scheme further and staff are discussing how to cope with the additional referrals. It was suggested that an extra page on eConsult be added to the patient information leaflet on access and included in the Saturday training session for patients on 21<sup>st</sup> March.</p>	
6	<p><b>Website Update:</b></p> <p>Liz will raise this again at the Practice Managers' Locality Meeting next week but Sawbridgeworth may have to do this on their own. Liz will feedback at the next meeting.</p>	<b>LS</b>
7	<p><b>Action Plan 2019/2020:</b></p> <p>This item was deferred until the next meeting.</p>	<b>LS</b>
8	<b>Continuity of Care:</b>	

	<p>There was a long discussion about the number of clinicians involved in medication reviews after concerns expressed by patients. Liz said that they are looking at a system of reviews which centre on the role of the pharmacist. Valerie will send notes to Liz on her circumstances. There was also a discussion about side effects of medication which, again, could be dealt with by the pharmacist. There was also concern about blood pressure diaries being requested by a GP, returned for their attention and then being actioned by a different GP. Liz will check the process for blood pressure diaries and feedback at the next meeting.</p>	LS
9	<p><b>Carers' Champion:</b> No action to date. Liz will email Jenny with the staff contact details.</p>	LS/JY
10	<p><b>Comments Boxes:</b> One received from Village Pharmacy about staff being overworked and errors. Liz will contact the patient for further clarification.</p>	LS
11	<p><b>Patient Group News and Media:</b> The newsletter will be sent out on Friday and include the annual meeting being about the new surgery and new services. Valerie will also add the name of the new pharmacist. Valerie has the publishing dates for The Flyer for 2020. All Sorts Dementia Group at the Cricket Club: they are looking to expand the service and Dave gave Liz a flyer to publicise in the surgery. Joy Hale, CCG, wanted photos and an item on the new surgery for the Herts Health Matters. Valerie has passed the request to April for action.</p>	VS LS AG
12	<p><b>External Meetings:</b> <b>Patient network Quality:</b> Jenny gave verbal feedback to the meeting and will circulate the minutes once received. Maxine raised the issue at PNQ of an incident where 2 ambulances and the air ambulance had attended for a fractured ankle. She was asked to email the details to Sheila Reevey and copy to Justin Jewitt. Jenny inquired as to the outcome of this and Maxine stated that she had not even had an acknowledgement of her email. <b>Long Term Conditions:</b> Valerie had received an email stating that further work needs to be done. Valerie will share any further information as received.</p>	JY VS
13	<p><b>Partners' Report:</b> Jenny will write about the concerns about lack of continuity of care, placement of patient information/leaflets in the completed surgery and eConsult promotion at the Annual Meeting, patient training session and newsletter.</p>	JY
14	<p><b>Actions Not Met:</b> Action plan update Carers' pack update</p>	
15	<p><b>Any Other Business:</b></p> <ul style="list-style-type: none"> <li>• <b>PAH letters:</b> These are still being sent to GP's who are no longer at the surgery. Liz said that it is an ongoing issue and they should be writing back to the referring GP.</li> <li>• <b>Repeat Prescriptions:</b> A patient had a medication listed as 'undetermined' on the prescription. Liz will check with Natalie as to what this means.</li> <li>• <b>111:</b> Les had used this service over the Christmas period and was visited at home by a GP who he wanted to thank. He said the service was exemplary.</li> <li>• <b>Letters to 16 year old:</b> A regular search is done and the letters are being sent out.</li> <li>• <b>Out of Hours:</b> There are no longer OOH doctors based at Herts&amp; Essex</li> </ul>	LS

	<p>Hospital.</p> <ul style="list-style-type: none"> <li>• <b>Annual Meeting:</b> A patient had commented that the Annual Meeting was unsatisfactory. A friend suggested the comments be passed to Verina to bring to a patient meeting.</li> <li>• <b>Thanks:</b> A patient wished to thank the surgery for an excellent service following a family health crisis.</li> <li>• <b>Reception Queues:</b> The CCTV is going to be moved as the receptionists cannot see the queue around the corner.</li> <li>• <b>Flu jabs:</b> The surgery was the best in the locality for completed over 65 flu jabs. Liz wanted to thank the PPG for its help in promoting them.</li> <li>• <b>Meeting Dates:</b> Due to the change in the date of the Annual Meeting the meeting in May will now be on 6<sup>th</sup>.</li> </ul>	
<b>16</b>	<b>Date of Next meeting: 5<sup>th</sup> February 2020 at 6.15pm</b>	

