

CENTRAL SURGERY
Patient Group Meeting
3rd February 2020

Present: Sally Rutty, Dave Manser, Heather Riches, Valerie Simmons, Janet Search, Jenny Young, Verina Pettigrew, Liz Scott, Maxine Tilley. Dr Kearns attended for part of the meeting.

		Action
1	Apologies: Olivia Purdie, Les Kuypers, Joy Das	
2	Minutes of 18th January for accuracy: No amendments	
3	<p>Partners Meeting:</p> <p>Jenny highlighted the comments sent to the Partners following the last meeting. Dr Kearns, April and Natalie are working on finishing touches to the reception area, particularly patient flow through reception. Dr Kearns has some capacity for leaflets in reception and is looking at obtaining a console table in the foyer area for A4 leaflets near the check in machine.</p> <p>There was a discussion about the accessibility into the downstairs disabled toilet. It is only accessible for wheelchairs, not outdoor scooters. The main disabled toilet is upstairs.</p> <p>The Partners are looking at the use of the pharmacists and developing a pharmacy strategy to use pharmacists and GP's for the best use of their skills. The surgery is now a training practice, with Dr Das and Dr Remedios being the designated trainers. The practice is looking at the impact of teaching and supervision on staff availability and will constantly assess capacity. Two Physician Associates from the University of Hertfordshire started this week.</p> <p>'Day in the Life of a Receptionist' has been completed.</p> <p>Dr Kearns described an incident in the surgery of an abusive patient. It was agreed to put a reminder in the newsletter about non-acceptable behaviour.</p>	VS
4	<p>Annual Meeting:</p> <p>The announcement has gone into the March Newsletter. April has agreed to do the online demonstration again. Liz will do the posters (15) and flyers to be ready from the end of March.</p>	LS
5	<p>Patient Survey:</p> <p>Liz circulated a draft survey, which was agreed. It will be on the website, a link emailed to patients and copies in the surgery.</p>	
6	<p>eConsult:</p> <p>Liz had circulated the numbers prior to the meeting – 207 for January. Jenny had completed a CCG survey on the use of eConsult from Juliette Tuke and circulated our responses.</p>	
7	<p>Website Update:</p> <p>Liz is being sent information on a website as she is proposing to proceed independently from the locality as no progress has been made.</p>	
8	<p>Action Plan 2019/2020:</p> <p>Liz updated the meeting on timescales and outcomes.</p>	
9	<p>Continuity of Care Update:</p> <p>Liz had followed up the issue with returned, completed blood pressure diaries. The diary should be returned to the GP who requested it, unless it is for a patient</p>	

	with diabetes. These are given to the diabetes nurse if the readings are within range or an appointment is made with Dr Remedios if the readings are outside the limits.	
10	Carers' Champion: Sharon is dealing with the admin side of carers with nurses Nicky and Claire dealing with the patient contact. The Carers' list needs validating.	
11	Comments Boxes: None received. Liz had contacted the previous patient about her comment and she was just concerned about welfare of the staff working under pressure.	
12	Patient Group News and Media: The newsletter was not in Church and Town again – Valerie has written to Denise Ings. The Link printed the full newsletter. Valerie had an email bounced back to the Hallingbury contact, Denise Aitkin. Dave will check the address. Valerie had circulated the draft March newsletter prior to the meeting. Dr Kearns suggested that Valerie use official NHS information for advice on specific conditions. Valerie has updated the self-help guide for online services to include eConsult. She will send it to Liz to put into booklet format. Liz will send Valerie the name of the new pharmacist.	DM/VS LS LS
13	External Meetings: <ul style="list-style-type: none"> • Sally has heard nothing from the Parkinson's working group at the CCG. • Long Term Conditions Strategy: Jenny and Valerie had received copies. Jenny found it very readable. • Healthier Futures Meeting: Jenny had circulated her notes prior to the meeting and sent the overheads today. She will pass on any further information when received. 	JY
14	Partners' Report: Jenny will include the Annual Patient Meeting, a new website and staff roles.	JY
15	Actions Not Met: Carers' Pack update	LS
16	Any Other Business: <ul style="list-style-type: none"> • Doug, Bell Pharmacy, said that it had been well worth opening for a session on Christmas morning. He had patients in with prescriptions from NHS111 and for over the counter medicines. He is prepared to do it again next year but suggested wider publicity. • Cholesterol and Statin leaflets: Valerie had been sent 2 information leaflets from the surgery which, whilst they had a lot of good useful information, were poorly copied and looked unprofessional. Liz will check the master copy. • Heather had a very fast and efficient service for a referral to ENT. • Prescription Box: Verina raised the issue of a patient getting her fingers stuck as the box was so full. Liz said it is emptied regularly. Maxine suggested that if patients registered for the online service, they would not have to put a request in the box. 	LS
17	Date of the next meeting: 4th March at 6.15pm	