

CENTRAL SURGERY
Virtual Meeting via Zoom
5th May 2021

Present: Jenny Young, Joy Das, Verina Pettigrew, Sally Ruddy, Valerie Simmons, Dave Manser, Liz Scott, Janet Search, Olivia Purdie, Maxine Tilley

		Action
1	Apologies for Absence: Heather Riches, Dr Kearns	
2	Minutes of 7th April for Accuracy: No amendments	
3	<p>Responses from Liz:</p> <ul style="list-style-type: none"> • Liz re-confirmed that the Newsletter cannot be sent via email as, with System One, only 50 can be sent at a time. Maxine had heard that some patients are not now reading it on their phones or bothering to go onto the website. Jenny will ask Joy Hales, CCG, of ways to send bulk emails. • Liz had no items to add for the Newsletter. Valerie explained how difficult it was to find items for the Newsletter without surgery input. It was felt important that patients needed to read what the surgery had been doing during the previous month. • Jenny and Maxine will send some suggested dates to Liz for a complaints review meeting. • The Meds Management Team is holding a meeting next week to look at the meds review letters. 	<p style="text-align: center;">JY</p> <p style="text-align: center;">JY/MT</p>
4	<p>Partner's meeting:</p> <p>The new female GP is unable to take up her post at the surgery due to family circumstances. The other 2 new GPs are due to start in mid-June and early July. The surgery will be going out to advert to recruit another GP.</p> <p>There have been discussions about opening up the surgery and replacing the 'meet and greet' person who has left. There will still be a considerable amount of triage work and statistics show that the surgery is busier than 2 years ago. The majority of the meeting was about recruitment and HR.</p> <p>Joy raised the issue of the population increase in Sawbridgeworth and the impact on the surgery. Liz said they were planning for future services accordingly.</p> <p>Liz informed us that discussions are taking place about the outsourcing of Pathology Services from PAH.</p>	
5	<p>Website:</p> <p>There was no further update. Valerie has been asked to update the patient information booklet on online access and eConsult.</p> <p>Jenny clarified the role of Sharon as Carer Champion for the website information and Liz agreed to ask Sharon to clarify in an email to Jenny.</p>	<p style="text-align: center;">VS</p> <p style="text-align: center;">LS</p>
6	<p>Covid Vaccination Update:</p> <p>The surgery is still experiencing problems with the recording of vaccinations and searching for patients who have had the first vaccination. April is working to ensure patient records are complete.</p> <p>The NHS national sites are cancelling appointments and patients are unable to rebook their second vaccinations. Patients are being told to go to 119 or the surgery (who are unable to make appointments for the national sites). The</p>	

	surgery is unable to contact the national service directly and has contacted the CCG who have not been helpful.	
7	Action Plan: No progress made.	
8	External Meetings: <ul style="list-style-type: none"> Jenny had sent a brief update on the new Integrated Care System (ICS) The presentation on the new build PAH was attended by Jenny, Valerie and Maxine. Jenny had circulated the overheads and requested that Joy Hale also send them to the Patient Locality Network. The issue about available public transport and parking was discussed. 	
9	Younger membership of the Group: Jenny had a conversation with Heather Gallant at Leventhorpe School, who had been very enthusiastic. She understood what the students would get out of their involvement with the PPG but seemed unclear as to what they could contribute to our group. Olivia has drafted an email to Heather describing her role and how pupils can help the PPG and has offered to discuss it with her and/or go into the school to talk to pupils. Jenny will be contacted again once the school has spoken to the prefects group.	OP
10	Communication with Patients: Olivia commented that we need to identify which patient group we wished to target and then look at the best forms of media to do this most effectively. Olivia said that younger patients seemed to prefer less text and more appropriate links. Olivia offered to look at alternative ways of sending bulk emails. Jenny suggested a small group to look at this with Olivia. Please contact Jenny if interested. Natalie puts information on Twitter and Facebook every month. Maxine suggested using the Sawbridgeworth Facebook page as this is a popular and well used group so Liz will discuss this with Natalie. The Hertfordshire Health Matters publication, which has useful patient information, is received by the surgery only in hardcopy, even though patient reps receive it via email. Liz will investigate how to get the information onto the Sawbridgeworth Facebook page. Although the virtual and video appointments are working well, there appears to be a lack of understanding and grumblings about the current processes. It was suggested that Dr Kearns write another letter clarifying how the surgery is operating and the changes made over the last few months, updating patients on services, protocols and how the surgery is working in different ways. A comparison with how numbers compare to 2 years ago would be useful if the workload has increased. This communication needs to go out as a stand-alone piece. Liz will ask Dr Kearns to write the letter.	OP/All members LS LS LS/DK
11	Patient Group News and Media: The May Newsletter is not yet on Facebook. Valerie said it was hard getting information to put in the Newsletter. Liz commented that it was hard for the surgery to predict relevant information so far in advance. It was felt the Newsletter should contain an item on the level of work and services at the surgery. Liz will send updates to Valerie on a monthly basis to be included at the start of the Newsletter. Valerie will put in a link to the new PAH site and include use of the NHS App. The editor of the Hallingbury Village News has retired so Dave will give the details of the new contact to Valerie once he has found out the information.	LS/VS DM

12	PPG email Account: Liz will go back to check the system as group members can email in but not access the account to read. Jenny will also ask Joy Hale for help.	LS JY
13	Actions Not Met: <ul style="list-style-type: none"> • Action Plan • New Surgery Photographs 	LS LS/KR
14	Any Other Business: <ul style="list-style-type: none"> • CQC inspection of PAH had rated A&E as inadequate. Joy will give further information after the repeat inspection. • PNQ meeting is on 26th May. All members to send any items of concern for Jenny to raise at the meeting. • Our Terms Of reference need reviewing. Dave will read through them and check for any alterations required. • EConsult usage has not maintained the increase seen in March but the figures are still up on February. Liz will circulate latest numbers. • Heart Failure Group: Valerie had been involved in the consultation group and queried whether any actions had been taken. Liz said that there is now a heart failure nurse who receives referrals from the cardiology department at PAH. Liz will ask the practice nurses about how the service is going and its general availability. • Dave had sent information on activities and meetings for carers. He will send the link to Valerie for inclusion in the Newsletter and copy to Jenny. • A question was raised about missed calls from GPs. The Practice protocol is to make 2 attempts. Concern was expressed about issues not being followed up if the patient was not available. • Verina asked if the surgery had been consulted on the use of the green space outside. Liz said that no approach had been made. 	JD All members DM LS LS DM
15	Date of Next meeting: 2nd June 2021 at 6.00pm	