

CENTRAL SURGERY PATIENT GROUP
Virtual Meeting via Zoom
2nd June 2021 at 6.00pm

Present: Jenny Young, Joy Das, Verina Pettigrew, Sally Ruddy, Valerie Simmons, Dave Manser, Janet Search, Olivia Purdie, Perdi Squire, Heather Riches, Liz Scott, Maxine Tilley. Dr Kearns attended for the last part of the meeting.

		Action
1	Apologies for Absence: None received	
2	New Group Member: Jenny welcomed Perdi Squire, who attends Leventhorpe School and introduced her to the rest of the group.	
3	Minutes of 5th May for Accuracy: No amendments	
4	<p>Response from Liz:</p> <ul style="list-style-type: none"> • Liz has been unable to confirm with Natalie that surgery information will be added to the Sawbridgeworth Facebook page as she has been on leave. • Also, due to the reason above, Liz stated that Hertfordshire Health Matters has not been added. Liz will speak to Natalie about both issues on her return. • Dr Kearns has completed a draft of her letter, which just needs editing. • Items for the newsletter: April and Liz had written a piece about on-going abuse at the surgery. Valerie will include the name of the new GP. 	LS
5	<p>Partners Meeting: Liz told us that a second GP recently interviewed had withdrawn their application. The surgery will be going out to advert again and will be vigorously recruiting. The GP joining the Practice will be starting in July. The Practice is considering whether to continue with Mjog or look at a different system.</p> <p>Jenny asked if the 'Meet and Greet' person was going to be replaced, which they are not. Liz said that the surgery is trying to recruit a receptionist to deal with the front door during lunch time.</p> <p>The Practice has approached the CCG about having a phlebotomy service at the surgery but has had no response yet.</p> <p>They have started doing Carers' Health Checks and were looking to devise a questionnaire for carers to complete. Jenny suggested contacting Carers in Herts to see if they had one already which the surgery could use.</p> <p>Dr Kearns said that all staff are incredibly busy and working flat out and there has been a huge increase in demand since 2019. They are having increasing numbers of face-to-face appointments. There is an unprecedented backlog of patient demand, for both minor and complex issues. A locum has been doing pre-bookable face-to-face appointments but Dr Kearns is unsure whether this is reasonable as these appointments should only be where clinically necessary. She feels that the surgery needs to keep triage as essential.</p>	
6	<p>Website Update: The PPG minutes are now on the website but Liz said that admin have been too busy to make the amendments.</p> <p>Jenny has not finished the carers' page as she needs more information from Sharon.</p>	

	Perdi had raised an issue about how younger patients can find out about becoming a blood donor, organ or stem cell donor as it was not on the website. Jenny will 'ask Google' and asked Perdi to look at the website to see if there was anything else which could be added for younger patients.	PS
7	Covid Vaccination Update: The locality centre is finishing off second vaccinations and will be holding the last clinic in June. The message will be removed from the answerphone once the vaccinations are complete. Jenny queried about the Avanti School closing for vaccinations but Liz had not heard anything.	
8	Action Plan: Liz had circulated the draft plan prior to the meeting. Please send any comments to Jenny within two weeks and she will collate them and send to Liz.	All members
9	Update on eConsult: Liz had circulated the figures prior to the meeting. The figures appear to have stabilised. 190 of them related to admin tasks. Maxine asked how many of them still resulted in a face-to-face appointment but Liz said that the data was not available.	
10	External Meetings: <ul style="list-style-type: none"> • Patient Locality Network meeting is tomorrow. Jenny asked if anyone had an item which they wanted discussed. Liz suggested the promotion of the 'If I die it will be your fault' video. • Patient Network Quality is on 9th June. Joy asked if the issue of the new PAH could be raised as the information was not specific enough. She asked when more detail can be expected? • West Essex CCG: Joy will be attending the next meeting. • Dementia Group: Dave is stepping down from his role but is still doing some mentoring of carers. 	
11	Bulk Surgery Emails: The difficulty of trying to use Mailchimp is with the importing of all the patients email addresses from SystemOne, which none of us had previously appreciated. Jenny has asked Justin Jewitt, chair of the Patient Network Quality meeting if he was aware of any potential alternatives.	
12	Communication with Patients: Olivia suggested that the group needs to increase its' use of the Sawbridgeworth Facebook page to provide regular updates. It needs to communicate what the surgery is doing and how it currently works. Olivia will draw up a suggested timetable for posts over the next month with short, snappy information. Liz will try to get some posts out about the reopening and best ways to contact the surgery. Perdi said that you can disable Facebook to stop responses being posted.	OP LS
13	Patient Group News and Media: Valerie asked if the newsletter text message can state again about being able to view it on the website. The May and June newsletters have not yet gone on Facebook. Liz will check with Natalie next week. Olivia's idea will help with the information being available in a timely manner. The item on abuse had received mixed reviews from group members but it was agreed that it would go into the newsletter as written. It will go on the Facebook page today. Valerie will publish information on the Opt Out Scheme and will liaise with Liz as to the wording. The name and start date of the new GP will be included plus information on blood and organ donation.	LS LS VS/LS

	<p>Perdi will ask the prefect group at Leventhorpe to read the newsletter and suggest any articles they might wish to see.</p> <p>Valerie is liaising with April on reopening of the surgery and a new Self Help Booklet for the website.</p> <p>Dave has sent Valerie the new contact details for Little Hallingbury magazine.</p>	<p>PS</p> <p>VS/AG</p>
14	<p>Terms of Reference: Jenny gave thanks to Dave for reviewing these. It was agreed that if a member is unable to attend, they should send apologies and any comments prior to the meeting. We also need to add about members representing the PPG on other groups and committees. Jenny will draft a revision and have it checked by Dave and Maxine.</p>	JY/DM/MT
15	<p>PPG email Account: This is still not working so Jenny will do more research.</p>	JY
16	<p>Actions Not Met:</p> <ul style="list-style-type: none"> • Complaints Meeting: Liz will send some suggested dates to Jenny and Maxine. 	LS
17	<p>Any Other Business:</p> <ul style="list-style-type: none"> • Jenny talked about the Carer Champion role. Liz said that Sharon sends out carer packs and refers them to Carers in Herts (who hold training and support meetings with Carer Champions) but Sharon has no actual contact with the organisation. Jenny has given Sharon the contact details at Carers in Herts and they have offered to do a 1-1 training session on the role. Carers in Herts complimented Central Surgery on the number of referrals it receives, which were the most in the locality. • Heather raised the issue of being told your position in the queue on the answerphone message and you will be answered by the next available operator. She found this confusing if you were not number 1 but Liz said that it would be when the receptionist had dealt with the queries in front of you. • Dave queried about the delay in getting a medication review done. Liz suggested that Dave phone the surgery and request one. • The surgery had been sent a letter by NHS England about reopening which had caused some anger at the surgery. More detail will be asked of Liz for the next meeting. • Sally said that the Parkinson's nurse from Danesbury will be holding a clinic in Sawbridgeworth. Also the exercise classes are re-starting so Sally will send the information to Valerie to include in the next newsletter. • Liz has been approached by a patient who wishes to join the group. Liz will send the details to Jenny. • Jenny had been told, by a patient at a different surgery that, instead of waiting in a queue on the telephone, there is the facility for the surgery to phone back. Liz said that their existing phone system did not have this capability. • Jenny had been told that if a patient phones 111 before 6.30pm they will be referred back to the surgery but that is not the impression given by the answerphone message. Liz will listen to the message and amend if necessary. • Verina questioned the time it took for a GP to look at test results. Liz said that the GPs were exceptionally busy and the workload had increased due to the volume of paperwork being sent by the hospitals. 	<p>DM</p> <p>SR/VS</p> <p>LS</p> <p>LS</p>

18	Date of next meeting: 30th June at 6.00pm. Jenny will advise if this is to be via Zoom again or can be held in person.	
-----------	--	--