

CENTRAL SURGERY PATIENT GROUP
Virtual Meeting via Zoom
30th June 2021 at 6.00pm

Present: Jenny Young, Heather Riches, Dr Kearns, Janet Search, Verina Pettigrew, Joy Das, Valerie Simmons, Perdi Squires, Liz Scott, Olivia Purdie, Sally Rutty, Dave Manser, Maxine Tilley

		Action
1	Apologies for Absence: None	
2	Minutes of 2nd June for Accuracy: Maxine had not recorded that Verina was going to discuss the reinstatement of the comment's boxes with the pharmacies.	
3	<p>Response from Liz to the Questions Sent:</p> <ul style="list-style-type: none"> • Liz said that the surgery did not have the right to put items on the Sawbridgeworth Facebook Page. Maxine thought you might have to request to join the group so Liz will discuss this with Natalie. • Herts Health Matters is not received electronically but there is a link to the website on the surgery Facebook page. • No responses have been received following the letter sent from Dr Kearns. Some patients had missed it as it was underneath the Opt Out message so it will be sent out again on its own. • The complaints meeting with Liz, Jenny and Maxine has been set for 29th July at 10.30am • Sharon has not contacted Carers in Herts yet. Admin has been exceptionally busy and work is backed up in the office. 	<p style="text-align: center;">LS</p> <p style="text-align: center;">LS</p>
4	<p>Partners Meeting:</p> <p>Dr Kearns is currently self-isolating having been contacted by Track and Trace. The practice is working well and the front door is now open. It has been a fairly smooth transition since opening and they are as busy as ever. There is a much greater capacity in appointments but there is a lot of catching up to do and more work still coming from Secondary Care. They are still using triage as the initial contact.</p> <p>The new GP will be shared with Church Street Surgery at first but will then join Central Surgery full time. Interviews for additional GPs are currently being held. Staff training and appraisals have restarted plus there are 4th year medical students, physician associates and trainee registrars. The trainees are supernumerary and are of some help but GP time input is needed to have oversight of their work and for supervision. GPs are moving from traditional practice to having more of a medical director role in care plans.</p> <p>Most of East Herts Phlebotomy Service is provided from Lister Hospital, but the Stort Valley and Villages area is not included. Liz has made no progress yet with obtaining a local service.</p> <p>Mjog has been cancelled and AccuRx installed instead but it has not worked. April will contact them to establish the reason.</p> <p>April is also looking at the issue of sending bulk emails from SystemOne.</p> <p>The Carer Health Checks have started slowly but Liz is hoping that they will be back to normal over the next few months.</p>	<p style="text-align: center;">AG</p> <p style="text-align: center;">AG</p>
5	<p>Update on PAH:</p> <p>Joy had circulated a progress report of response to the CQC recommendations following their inspection prior to the meeting. She said that actions to be taken had been delayed until October.</p>	

6	<p>Opt Out Information: The cut off date for this is now September. Jenny had circulated a simpler version but will do further research on a more patient friendly version.</p>	JY
7	<p>Website Update: April had asked Valerie to review the Self Help leaflet for patients, which she did. April had then changed the format which, it was felt, was not as clear, concise or well ordered. Liz will speak to April and respond back to Valerie. Jenny has still not completed the carers' page.</p>	LS JY
8	<p>Covid Vaccination Update: The surgery and the Locality Network have finished doing their 2nd doses so the Football Club is now being used as part of the national vaccination programme. All bookings for future vaccinations now need to be done through the NHS website. Sally is taking part in a research project on immunity and antibodies. Dr Kearns said that the number of infections in the community has risen, mostly with unvaccinated patients, but 4 had received their jabs. She warned that patients should not become complacent but felt that society may need to learn with the virus in the long term. The vaccination of children will be a decision made nationally. Perdie told the meeting that there was a group in every year except Yr7 who were self-isolating.</p>	
9	<p>Action Plan: No responses were received from the group.</p>	
10	<p>External Meetings:</p> <ul style="list-style-type: none"> • Heart Failure reference Group: Valerie had been sent the updated draft heart failure model which has been reworked in light of the pandemic. She felt it was a good model but that the difficulty will be in implementing it. She will circulate it to the group. • IAPT (Improving Access to Psychological Therapies): Jenny attended a meeting set up to support carers. Jenny felt it was unhelpful and an insult to long standing carers. The organisers did not even know about Carers in Herts! • PNQ: Jenny had circulated the notes prior to the meeting. • Healthier Futures: Jenny had been unable to attend the meeting but had circulated the presentation. If anyone has any questions then email Jenny. 	All Members
11	<p>Feedback on Mailchimp: Jenny had contacted Joy Hale who had sent the query on to Sarah Newton, CCG. Sarah sent a YouTube video but, although it covered text messages in AccuRx, Jenny could not find any information on sending mass emails. Maxine had contacted Trish Lee, who emails from Mailchimp for the Memorial Hall, asking about how it worked for them. She sent information on the security of Mailchimp and offered to meet with Maxine to discuss how to import the email addresses from SystemOne. Liz felt that Trish may not understand how SystemOne works but for the meeting to take place.</p>	MT
12	<p>Communication with Patients, Including Facebook: Olivia had discussed surgery communication with the team at Mackay Estate Agents who have several community initiatives. They are willing to post surgery information on the Love Sawbridgeworth page and thought that items such as 'meet the team', opening hours, how to book an appointment, 'fun fact Friday'</p>	

	<p>and how the community can help the surgery would be useful. Olivia will send Valerie the contact email address.</p> <p>Dr Kearns is keen to raise the surgery profile on social media but not on a personal level. There is a reluctance to have photographs or personal details on social media due to the level of abuse which can be generated.</p> <p>Valerie asked when abuse became an issue for the police. Dr Kearns said it was a difficult area as the GPs need to retain the Dr/Patient relationship. It is extremely difficult to remove a patient from a surgery list but actions are referred to the police if they cross a line of malicious or libellous behaviour. It has been made more difficult by staff being asked by the NHS not to retaliate even when complaints are vexatious.</p> <p>Perdi told the group that the administrator of the Facebook group can turn off the options for comments.</p>	OP/VS
13	<p>Patient Group News and Media:</p> <p>Perdi got her school group to read the newsletter. They all felt it was useful but said that it could be improved with the use of more images to break up the text. Valerie said that this may push it over 2 pages but it was agreed that this was not such an issue with it in a digital format rather than a hard copy so she will consider the future use of images.</p> <p>The August newsletter is done. Valerie had written a piece on using the surgery now it is open and sent it to April but she has not heard back. Liz will check with April. Valerie said that the surgery Facebook page has an amazing amount of health information on it so has added a comment to the August newsletter.</p>	LS
14	<p>PPG Email Account:</p> <p>There has been no further action so Liz has contacted their IT staff and they will try to sort it out for Liz. Liz will need the permission of all members to send their email addresses so will contact us all to ask for our agreement.</p>	LS/All Members
15	<p>Actions Not met:</p> <ul style="list-style-type: none"> • Carers Page for the website • Contact Carers in Herts from Carer Champion 	JY LS
16	<p>AOB:</p> <ul style="list-style-type: none"> • Verina asked if patients can contact the East of England Ambulance Service direct to arrange transport. Dr Kearns informed us that there is a patient transport telephone number which the surgery gives to patients where they can apply for transport for a planned hospital attendance. • Joy raised the issue of water fountains for patients. Dr Kearns said they are not recommended due to the risk of infection but she will keep watching for any further guidance. Valerie agreed to place an item in the newsletter suggesting that patients take their own water with them. • Terms Of Reference have been finalised and circulated. • PNQ: Jenny will send out an email with details of the Cancel Out Cancer campaign. • Open Night: This cannot be held until all Covid restrictions have been lifted. It was agreed to include a thank you to the surgery and the community for actions during the pandemic, ways of working into the future and an opportunity for patients to ask questions. • Comments Boxes: Verina had spoken to Bell Pharmacy who were keen to restart the use of the boxes but are unable to so whilst the screens remain in place. 	JY

	<ul style="list-style-type: none"> • Perdi had attended a First Aid Course. They were told that after 3 consecutive uses of hand sanitiser it became ineffective and hand washing was required. Valerie will put this information in the newsletter. • The surgery staff had been allowed free parking during the pandemic. They were not aware that this was stopped on 22nd June and some staff had received parking tickets. We agreed to campaign for a reduced rate of parking fees for staff. Jenny will email all members to ask for volunteers to take this forward. • Sally queried whether the Xray Department at PAH is available on a Thursday. Dr Kearns advised that it is not open to outside patients on that day. Generally the surgery staff will advise patients of this. • Jenny had circulated a series of emails from a patient. Maxine thought that he had some valid points which needed to be looked at, particularly around call backs for patients who work. Dr Kearns said that it was difficult as the calls were triaged for priority on clinical need. There are models available which are more patient friendly and give the patient a timed slot. She felt that being able to give a time window was an aspiration for the Practice. • Valerie commented that, following tests, a patient may receive a text informing them that no further action was necessary. This did not allow for a patient to ask any questions which they may have. Liz said that the Medication review team were looking at this issue. 	<p>VS</p> <p>JY</p>
17	Date of Next Meeting: 28th July 2021 at 6.00pm	