

**CENTRAL SURGERY
PATIENT GROUP MEETING
22ND SEPTEMBER 2021**

Present: Jenny Young, Janet Search, Dave Manser, Sally Ruddy, Liz Scott, Heather Riches, Valerie Simmons, Perdi Squire, Maxine Tilley

		Action
1	Apologies for Absence: Verina Pettigrew, Olivia Purdie, Joy Das, Dr Kearns	
2	Minutes of 25th August for Accuracy: No amendments	
3	<p>Response from Liz to Sent Questions:</p> <ul style="list-style-type: none"> • Liz wants to discuss the GP survey results with the partners. Maxine felt the results were pleasing as the positive responses to the questions had increased for the vast majority of them. Liz wants to do the surgery's own survey in Jan/Feb. • Liz suggested putting the information on the Covid booster jabs in the November newsletter. She will send the details to Valerie. • The Covid booster vaccinations are being arranged through the National NHS scheme. Patients will be contacted directly, via text, to arrange an appointment for a booster 6months after their second vaccination. Perdi and Liz discussed the confusion, rumours and fake news about vaccinations for younger patients. Liz said that the position needs clarifying. 	<p>LS</p> <p>LS</p>
4	Partners Meeting: The discussion centred on staff shortages with Dr Das on leave and Dr Remedios on sick leave. Dr Rahman will be returning from paternity leave. Dr Takhar will be doing 4 days a week and Dr Farmah will be joining the Practice in October.	
5	<p>Flu and Covid Booster Vaccinations Update: Liz was unsure if the Primary Care Network would be doing any Covid boosters. (See Item 3 for further information).</p> <p>Information on flu vaccinations will be put on Facebook, Twitter and in the November Newsletter. The surgery has been sending out appointment letters and texts but if patients have not been contacted, they will be advised in the November Newsletter to phone in to the surgery.</p>	
6	Website Update: Lis has put the Carers' and PPG information on the website. She has added some PPG minutes under 'Having Your Say' and will try to add more next week. Valerie asked for a link to the Newsletter to be included. The Carers' information is under 'Where To Go For Help' and there is a link to register as a carer.	LS
7	Medication Requests: Jenny raised the issue of when patients put in a medication request too early it appears to get 'lost'. Liz advised that admin are supposed to put them in a box file so Liz will raise this with Natalie. Jenny asked if it is possible for a text to be sent to the patient to advise them of this action.	LS
8	<p>External Meetings:</p> <ul style="list-style-type: none"> • Patient Locality Network: Jenny had circulated the minutes prior to the meeting. She spoke about the delays in the new build PAH due to NHS England deciding that they wanted a uniform blueprint for new hospitals. This means that PAH may have to amend their plans, in spite of them having been completed and signed off. Even a price for the existing 	

	<p>hospital site has been agreed. Dr Dixon said that the same day clinics held at H&E Hospital for chest infections were going well.</p> <ul style="list-style-type: none"> • Patient Network Quality: Jenny had sent notes prior to the meeting. In April next year the CCG will cease to exist and be replaced with the Integrated Care System. It does not appear to have a plan for patient involvement and all patient groups need to champion for more input. 	
9	<p>Cancel Out Cancer Update: Neither Jenny or Maxine could get online for the session they had booked. Maxine asked for more notice of when the sessions will be held. Liz asked if the sessions could be recorded so that they would be accessible later. Jenny will mention it to the CCG.</p>	JY
10	<p>Carers' Champion Update: Jenny had sent in the carer information to Sharon in August but has had no response. Liz will speak to Sharon. Central Surgery has a high rate of referrals to Carers in Herts but Jenny said that it would be very useful for carers to have a named contact at the surgery.</p>	LS
11	<p>Self-help Guide Feedback: No progress made</p>	
12	<p>Staff parking: Jenny has sent the final response letter requesting refund of the parking fines.</p>	
13	<p>Communication with Patients: Perdi felt that the newsletter was much more engaging with the input of graphics. Liz felt that more graphics on the website could be used effectively.</p> <p>There was a discussion about widening the group to include focus groups for specific areas, such as men's health and parents' needs. All members to consider this issue for further discussion at the next meeting. Maxine offered to find out more information about The Shed, which is set up to support men in the community. Perdi will use her school contacts to gain information from younger patients. Leventhorpe are trying to arrange a visit from pupils to The Hailey Centre.</p>	<p>All members</p> <p>MT PS</p>
14	<p>Patient Group News and Media: Nothing had appeared in The Flyer this month. Jenny said that Valerie needed more support with the newsletter as nothing had been sent from the surgery. Liz will send some screen shots from the waiting room television, including Help Yourself, for inclusion in the next newsletter. Perdi will look into having a section for young people.</p>	<p>LS PS</p>
15	<p>PPG email Account: Liz had received the final decision that it is not possible for the PPG to have an NHS email account. The group discussed alternative ways of communication, such as a feedback form on the website, and this will be considered further and will be included in the next agenda.</p>	All members
16	<p>Actions Not Met:</p> <ul style="list-style-type: none"> • Feedback on Self-help Guide • Carer Champion Information/Contact with Jenny 	
17	<p>Any Other Business:</p> <ul style="list-style-type: none"> • Sally raised the issue of a patient contacting the surgery for help. Her hearing aid was stuck in her ear and she was afraid it would do damage. The receptionist referred her to Specsavers, who would not offer to help so she went to The Rivers and paid £200 to have it removed. Liz agreed that it would have been more appropriate to have been referred to the Minor Injuries Unit at Herts and Essex Hospital. She will speak to reception staff. • Valerie said the eConsult form is longer than it used to be and that patients struggled to find the right category to fit themselves in to. Liz said that the company had amended the form and the surgery could not change it and encouraged patients to use the free text sections. 	LS

	<ul style="list-style-type: none"> • A proportion of appointments have to be online and Liz wants to work to get timed clinical pharmacist appointments online particularly for medication reviews. She is then hoping for GP appointments to be added. • Valerie had learned that Moorfields have stopped doing their clinics at Potters Bar. Jenny had an eye appointment at Wych Elm Health Centre for tests which will be sent to the consultant for assessment. The patient is then contacted and invited for an appointment only if necessary. • Perdi told the meeting that Leventhorpe School now classed medical appointments as an absence. Liz offered to help if this was a problem as it could be denying pupils access to healthcare. • Perdi said that phoning the surgery in the mornings was still a problem for pupils as they were preparing for, or travelling to, school. Liz suggested that they use eConsult where they could put when they were unavailable for contact in the comments. Perdi knew of no-one who had used eConsult. Liz suggested that Perdi have a practice run and then not send it to see how it could be used. • PAH: Joy had reported that the hospital were concentrating on cancer and the backlog of operations. They still have 20 patients with Covid and one on a ventilator as of 16th September. PAH is still waiting for the report from CQC but its treatment of sepsis has improved. 	<p>LS</p> <p>LS/PS</p> <p>PS</p>
18	Date of Next Meeting: 20th October 2021 at 6.15pm	