

**CENTRAL SURGERY**  
**PATIENT GROUP MEETING**  
**25<sup>th</sup> August 2021**

**Present:** Verina Pettigrew, Liz Scott, Dave Manser, Jenny Young, Sally Ruddy, Joy Das, Valerie Simmons, Heather Riches, Maxine Tilley

|          |   | <b>Action</b>                                    |
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| <b>1</b> | <b>Apologies for Absence:</b> Dr Kearns, Olivia Purdie, Perdi Squire, Janet Search  |  |
| <b>2</b> | <b>Minutes of 28<sup>th</sup> July for Accuracy:</b> No amendments  |  |
| <b>3</b> | <b>Response from questions sent to Liz:</b> <ul style="list-style-type: none"> <li>• Dr Kearns' letter will be sent out again the week after next. It is already on the website.</li> <li>• Liz suggested details of the new GP and Covid boosters for the newsletter.</li> <li>• The surgery can use AccuRx to send out bulk texts, so will be using this system.</li> </ul>   | <b>LS</b>  |
| <b>4</b> | <b>Partners Meeting:</b><br>The Practice has been busy planning for the flu clinics.<br>The new permanent GP is currently working as a locum and will cover Mondays, Tuesdays and Thursdays.<br>The surgery has no firm information from NHS England or the CCG about the roll out of Covid booster jabs.   |  |
| <b>5</b> | <b>Opt Out Scheme:</b><br>Maxine had looked at the information on the website, which was available to access in two ways. She had found the flow chart confusing so Liz explained it to the group members and also explained the difference in the two options. Summary Care Records is a different scheme whereby other health services can access a patient record if required for a consultation. Maxine agreed to attach the document on National Data Opt Out to the minutes.  | <b>MT</b>  |
| <b>6</b> | <b>Website Update:</b><br>All members were asked to look at the website for any omissions or out of date information. Maxine had noticed an error which she sent to Liz.<br>Jenny had sent the information on the PPG to Liz but it has yet to go on the website.<br>The newsletter and the PPG minutes are in currently in different sections. Liz wanted a separate tile for all the PPG information, rather than putting it under 'Having Your Say' but this is not possible at the moment. Jenny asked the group to all look at the organisation of the PPG information on the website and feedback any views at the next meeting.<br>Jenny wanted to speak to Sharon about the information for the carers' page. | <b>LS</b><br><br><b>All members</b><br><b>JY</b> |
| <b>7</b> | <b>External Meetings:</b> <ul style="list-style-type: none"> <li>• Joy had been asked by West Essex CCG for feedback from a patient perspective. Joy had told them that there were mixed messages and conflicting advice and information on hospital consultations and appointments. She also made the point about the use of technology and the inability of some patients to use or access this.</li> <li>• Jenny asked for any items which the group wanted to be taken to the Patient Locality Network or Patient Network Quality meetings which were due shortly. It was agreed to raise the issue of lack of information</li> </ul>   |  |

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|    | about Covid booster vaccinations and the confusion created by conflicting hospital letters.  | JY/MT          |
| 8  | <b>Cancel Out Cancer:</b><br>Jenny issued a reminder for people to book onto one of the available sessions.  | All members    |
| 9  | <b>Carers' Champion Update:</b><br>The surgery has proposed having a questionnaire for carers. Liz will write the questions and send them to Jenny to view/amend. The Carer page needs to be checked by Liz and Sharon to reflect the actual services currently being provided by the Carer Champions at the surgery.  | LS/JY<br>LS    |
| 10 | <b>Staff Parking Letter:</b><br>Jenny had received a response from Eric Buckmaster and Julie Marson, MP. Jenny will send the information on the staff parking fines to Julie Marson, as requested when she has specific details from Liz.<br>It was suggested that the Town Councillors may be waiting for a meeting to determine their response. Heather agreed to find out when the next meeting was due. Heather will also find out who is responsible for setting Parking Policy as this was mentioned in the response from Eric Buckmaster.   | LS/JY<br>HR    |
| 11 | <b>Communication with Patients:</b><br>This item was deferred until the next meeting as Olivia had sent her apologies. Liz had given the rewritten versions of the Self-Help Guide to some staff members for their response and needs to follow this up.   | LS             |
| 12 | <b>Patient Group News and Media:</b><br>Valerie reported good coverage in The Link and better coverage in The Flyer. For the October issue Valerie has included a large piece on cancers with links to the websites of various cancer types, with a follow on to encourage patients to contact their GP with any concerns.<br>There will also be information on the flu and shingles vaccines, Covid boosters and Covid Passports.<br>It was agreed to also include links to the National Opt Out information.   |                |
| 13 | <b>PPG Email Account:</b><br>Liz has asked for an NHS email account and password for the PPG.  |                |
| 14 | <b>Actions Not Met:</b> <ul style="list-style-type: none"> <li>• PPG information needs to be added to the website</li> <li>• Carers' Page needs to be completed for the website</li> <li>• Self-Help Guide views from staff members</li> </ul>   | LS<br>JY<br>LS |
| 15 | <b>Any Other Business:</b> <ul style="list-style-type: none"> <li>• Heather raised the issue of difficulty in booking a blood test. Only one patient can use an email address and if a patient is unable to book online, the telephone system is not responsive. Heather will her feedback to the Phlebotomy Service.</li> <li>• The issue of prescription availability following a medication review was discussed. Liz advised that a medication review was not complete until a clinical pharmacist had finalised the review. Until this time, patients needed to order their medication monthly. Medication not taken on a regular basis should not be put on repeat dispensing. Liz will follow this issue up with the clinical pharmacists.</li> <li>• Verina gave her apologies for the next meeting</li> </ul> | HR<br>LS       |
| 16 | <b>Date of Next Meeting: 22<sup>nd</sup> September 2021 at 6.15pm in the surgery</b>   |                |