

CENTRAL SURGERY PATIENT GROUP
Virtual Meeting Via Zoom
28th July 2021 at 6.00pm

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

		Action
1	Apologies for Absence: Joy Das, Perdi Squire	
2	Minutes of 30th June for accuracy: No amendments	
3	Responses from Liz to Questions: <ul style="list-style-type: none"> • Dr Kearns letter has not yet been resent as a standalone message. • No items • The NHS Survey about patient online experiences has been sent out 	
4	Partners Meeting: A new male GP will be starting in October, doing 6 sessions a week. Liz will give Valerie details for the newsletter nearer the date. There were concerns about the rising number of Covid infections, but these are now reducing. There is no news on the Phlebotomy Service. AccuRx is still not working well. Liz had no information from April about sending out bulk emails but they have both been on leave recently. Liz will check with them again.	LS/VS LS
5	Opt Out Information: The surgery is not getting so many requests for opting out but a few are ongoing. The information on the 3 opt out options are on the website. Maxine will check to see how easy it is to find them and understand it.	MT
6	Website Update: No further progress has been made. Jenny asked people to look at the website and notify her of any omissions or out of date information. There was a discussion about group members assisting with the website. If anyone is interested in helping, then please contact Liz.	All members All members
7	External Meetings: <ul style="list-style-type: none"> • PCN meeting: Jenny had circulated the notes prior to the meeting. It has been announced that West Essex will remain within the Integrated Care System (ICS) for Hertfordshire. This was welcomed by Dr Kearns. • Carers in Herts/Carers Champion: Jane Brown gave a presentation on the role. Jenny has sent the notes. • Restoration of Services: Jenny attended and circulated the information prior to the meeting. • Webinar on 'Think Carer': a presentation from Berkshire council official on their support to carers. Jenny will send her notes out. 	JY
8	Cancel Out Cancer: Jenny had sent the information on this topic. Dr Sarah Dixon (PCN) is looking at arranging a session. Jenny will write to her suggesting a presentation to a wider group (PPG's and the PCN group). Maxine suggested it might be a topic for the open meeting.	JY

9	<p>Carers Champion Update: There is no further information so Liz will chase this up with Sharon and ask whether she has contacted Jane Brown at Carers in Herts. She has not contacted them yet about a questionnaire template for carers. Jenny offered to do this.</p>	<p>LS JY</p>
10	<p>Feedback on Mailchimp: Maxine had talked to Trish Lee about the import of email addresses into Mailchimp and she had asked where they were stored. Liz said that they were on each individual patient record. Liz will check with SystemOne if there is an easy way of exporting the email addresses.</p>	<p>LS</p>
11	<p>Staff Parking: Valerie had spoken to Greg Rattey who felt that there was no chance of getting the parking charges waived. Jenny is waiting to hear from Parsonage Surgery as to whether their staff have to pay for parking at Herts and Essex Hospital. Dr Kearns will pass Jenny's questions on to April to reply to.</p>	<p>DK/AG</p>
12	<p>Communication with Patients: Twitter is still active and Natalie posts information every month. Olivia will speak to Liz about the McKays 'Love Sawbridgeworth' page on Facebook. Self-help Guide: Liz has asked a couple of members of staff to look at both versions and give feedback. Liz will then discuss it with April and then contact Valerie.</p>	<p>OP/LS LS/AG</p>
13	<p>Patient Group News and Media: Valerie had found it quite difficult to put the September newsletter together and had circulated it prior to the meeting. Dr Kearns praised Valerie's use of the graphics. She had written a generic piece on winter flu vaccines. Dr Kearns said that the information on how those and the Covid boosters would be administered is not available yet but the surgery will plan to start the flu vaccines in September as usual. She feels that the surgery, rather than outside agencies, was best placed to administer the flu vaccines as part of the patient health management. Any campaign will be developed on the basis of NHS Guidance. Valerie will re-draft the section on vaccines and send it to Liz prior to it going for publication.</p>	<p>VS/LS</p>
14	<p>PPG email Account: Liz has sent off a request for assistance but has not heard back yet.</p>	<p>LS</p>
15	<p>Actions Not Met:</p> <ul style="list-style-type: none"> • Jenny has not completed the carers page for the website. • Letter from Dr Kearns has not been sent out as a stand-alone message. • Sending of bulk emails from SystemOne. • Carers Champion still to contact carers in Herts • PPG email account outstanding 	<p>JY LS AG LS</p>
16	<p>Any Other Business:</p> <ul style="list-style-type: none"> • PAH update following CQC Inspection: Jenny will ask Joy to obtain a written update for our September meeting. • Verina asked Dr Kearns how a patient could let the surgery know if they wanted a DNR. Dr Kearns explained that there are generally 2 ways. One is for the patient to make an advanced statement when the GP will discuss this with the patient and check that it has been discussed with the family. The second is when a member of the palliative care team will discuss, with the patient, having a DNR in place during ongoing discussions on advanced care planning. • Verina raised the issue of the large new Hatfield Heath/Broad Oak development, which was reported on the Sawbridgeworth Facebook 	<p>JY/JD</p>

	<p>page. It stated that Central Surgery had 8 GPs but Dr Kearns said that there were only 6FT equivalents. The development will have an impact on the area and needs infrastructure in place. Dr Kearns said that Section 106 money may be available but it was up to the CCG to apply for money for health development.</p> <ul style="list-style-type: none"> • Heather said that Dr Portelly's name was still on the list of GPs on the waiting room TV screen. Liz will get it removed. Heather also noticed that the information on Herts Association for the Disabled was out of date. Liz said that was information which came from the CCG and she could not alter it. 	LS
17	<p>Date of Next Meeting: 25th August at 6.00pm. Liz will advise if this can be held in the surgery.</p>	