

**CENTRAL SURGERY
PATIENT GROUP MEETING
15th NOVEMBER 2021**

Present: Joy Das, Perdi Squire, Sally Ruddy, Liz Scott, Dave Manser, Jenny Young, Valerie Simmons, Dr Kearns, Verina Pettigrew, Maxine Tilley

		Action
1	Apologies for Absence: Janet Search, Heather Riches (unable to connect to Zoom)	
2	Minutes of 20th October for Accuracy: No amendments	
3	Responses from Liz: <ul style="list-style-type: none"> • Survey Monkey: Liz has opened an account and now needs to determine the survey questions. Perdi said that only a certain number of survey questionnaires were included for free. Liz will investigate the cost of a paid service. • Items for the newsletter: Liz did not have any specific items for the newsletter but would check with April and Natalie. 	 LS LS
4	Partners Meeting: Staffing is reasonably stable and there has been successful recruitment. Dr Remedios is still working from home but is hoping to be able to drive in a couple of weeks. Dr Kearns told the meeting that the Practice has more WTE (whole time equivalents) than ever before. There are 6.25 which gives a reasonable GP/Patient ratio. The work done by all the other disciplines adds additional substantial capacity. The GP's have been influenced by the national morale which is at an all-time low. GP's feel let down by journalistic perception and the constant negative press in the media. The BMA is balloting GP's on a range of issues, including having targets for face to face appointments and continuation of Primary Care Networks (PCN's) working together. Dr Kearns advised that Central Surgery is unwilling to stop working within the PCN. There was a long discussion on patient expectations and the changes to GP services. Dr Kearns had an informative graphic on the work of a GP which Liz will circulate to the group. Maxine felt that it would be useful to share with patients at the Annual Meeting. A report from the primary Care Commissioning Committee patient representative reported practices would be receiving £1 per patient. PPG's have been asked to discuss this.	 LS
5	Annual Patient Meeting: The Memorial Hall has been booked for 5 th May 2022. Dr Kearns will speak and a small team from the surgery will attend to explain their roles.	
6	Website Update: Liz will send suggested dates for a meeting to Sally, Jenny and Perdi.	LS
7	Leventhorpe School: Perdi thought that getting privacy for surgery phone calls would not be possible due to the lack of any private available space. She felt that promoting the use of eConsult would be more beneficial. Details of eConsult could go on the school newsletter so Perdi will speak to the editor. The school is still being pedantic about absences. Dr Kearns said that the Practice will not	PS

	provide sick notes for pupils and Liz will contact Leventhorpe again to explain the position of the surgery.	LS
8	Recruitment Drive: Perdi will be discussing her replacement with the new prefect group. The PPG still needs wider representation so all members are to consider future recruitment.	All Members
9	Carers' Champion Update: No further action has been taken. Jenny attended a Carers in Herts meeting with Herts Care Providers Association, who will offer support for people wishing to employ their own carers. Jenny will provide further information, which could be included in a future newsletter.	JY/VS
10	External Meetings: <ul style="list-style-type: none"> • GP Access: Jenny, Joy and Maxine (for part) joined a Zoom meeting hosted by the CCG. Jenny had circulated notes prior to the meeting. • ICS Briefing: Jenny and Maxine attended and Jenny had already sent round the notes. • Community Assembly: Jenny's notes had already been sent out. • Falls prevention Service: Verina is due to attend a Zoom meeting this week. 	VP
11	Self-Help Leaflet: This item was deferred to the next meeting.	
12	Patient Survey: Liz will circulate the survey from last year for all members to consider the questions.	LS/All Members
13	Patient Group News and Media: The November issue has not yet been sent out. Liz will check why this has not happened. It did not go on Facebook until the 15 th November. Sheering News is yet to confirm whether they will be able to publish the whole Newsletter and nothing appeared in The Flyer again. Valerie will contact Jo Sargant, Sawbridgeworth Town Council, to see if there is any other forum for publicising the surgery Newsletter. Little Hallingbury had not included the Newsletter so Dave will ask the reason. Valerie had sent a draft of the January Newsletter just prior to the meeting. It includes Covid booster jabs, parking, use of pharmacies, social prescribing and various different roles of carers. Perdi will write a piece for young patients, including being a young carer. A piece on Autism support may be included if there is sufficient space.	VS DM PS
14	Actions Not met: <ul style="list-style-type: none"> • Carers Champion Update • Finalising of Self-help Leaflet • Date for the website meeting 	
15	Any Other Business: <ul style="list-style-type: none"> • It was agreed that all group members would complete a Covid lateral flow test prior to attending the meeting. • Liz will check whether the texts on prescription requests submitted too early were now being sent out. • Verina raised the issue of a blood pressure monitor being available in the surgery for patient use. Dr Kearns does not want additional footfall through the surgery at this time so this has been put on hold. • The dates of the meetings were discussed in relation to the availability of Dr Kearns and to fit in with publishing deadlines. It was agreed that they would be held on a Monday in the first week of each month. 	All members LS
16	Date of Next Meeting: 6th December at 6.15pm	