

**CENTRAL SURGERY  
PATIENT GROUP MEETING  
20<sup>TH</sup> OCTOBER 2021**

**Present:** Jenny Young, Sally Rutty, Dave Manser, Janet Search, Liz Scott, Joy Das, Valerie Simmons, Maxine Tilley.

Olivia will continue to receive the agenda and minutes and will send in any relevant comments.

Perdie will contact her as necessary.

		<b>Action</b>
<b>1</b>	<b>Apologies for Absence:</b> Verina Pettigrew, Perdie Squire, Heather Riches	
<b>2</b>	<b>Minutes of 22<sup>nd</sup> September for Accuracy:</b> No amendments	
<b>3</b>	<p><b>Responses from Liz:</b></p> <ul style="list-style-type: none"> <li>• The surgery will send two texts: one to ask the patient to resubmit a prescription request nearer the due date or, if the request is within 10 days of the due date, to inform the patient that it will be processed within the next couple of days.</li> <li>• Some feedback on the Patient Self-Help Leaflet has been received. Liz will combine the two versions and circulate to the group.</li> <li>• The surgery conducts 66% of appointments face to face ( as of the start of the year) which includes all disciplines.</li> <li>• Liz will send information to Valerie on facemasks in healthcare settings, Covid boosters and different types of appointments available ( urgent, pre-bookable and eConsult).</li> </ul>	<p style="text-align: center;"><b>LS</b></p> <p style="text-align: center;"><b>LS/VS</b></p>
<b>4</b>	<p><b>Partners Report:</b> There was little to report due to staff sickness and absences. The results of the GP survey have not been discussed yet. Dr Kearns thanked the Patient Group for their efforts regarding the staff parking fines. It was suggested that we could change the day of the meeting to allow Dr Kearns to attend. Liz will check with her and let Jenny know.</p>	<b>LS/JY</b>
<b>5</b>	<p><b>Flu Jabs and Covid Boosters:</b> The flu jab clinics are going well. Liz has approached the Memorial Hall (who require £300 per Saturday) to book for next year but as it is expensive, Liz is looking at using the surgery for two Saturdays, using 6-8 personnel to administer the vaccines. The invitations will be sent out earlier next year.</p> <p>Covid boosters are progressing slowly, but it is hoped the rate will pick up shortly.</p> <p>Perdi was given contradictory advice on second Covid vaccinations from the surgery and the NHS website. Jenny will ask Perdi for more details.</p>	<b>JY</b>
<b>6</b>	<p><b>Face to face Appointments:</b> See details under responses from Liz. Maxine had raised this issue as the Government has stated that these appointments should get back to pre-pandemic levels. This was 80% of all appointments but is now approximately 58% across all surgeries, which Central Surgery already exceeds.</p>	
<b>7</b>	<p><b>Website Update and Feedback Form:</b></p> <ul style="list-style-type: none"> <li>• Under the PPG section it mentions surveys but we do not undertake any.</li> </ul>	<b>All members</b>

	<ul style="list-style-type: none"> <li>• There is a section to sign up for the PPG and one on comments and suggestions. Jenny asked all group members to look at this and bring their comments back to the next meeting.</li> <li>• The PPG minutes only go up to June. Liz said that the format has changed so she needs to do some more work on adding the minutes.</li> <li>• Perdi suggested having a section for young patients, including the use of eConsult.</li> <li>• Valerie will put a link in the Newsletter for the tabs for comments/opinions and complaints.</li> </ul> <p>It was agreed that a session would be held with the surgery to go through the website. Sally, Joy and Jenny volunteered so Liz will set a date for a session in the meeting room.</p>	<p>LS</p> <p>VS</p> <p>LS/SR/JD/JY</p>
8	<p><b>Focus Groups:</b> There was a discussion about the purpose, logistics and desired outcomes for this. It was felt that a section could be added to the patient questionnaire relating to views about the Practice and its services. Liz will investigate using Survey Monkey for analysis of the results.</p>	LS
9	<p><b>External Meetings:</b> Healthwatch want to create a Community Assembly to gain patient thoughts and feedback. Jenny had attended a meeting but heard no ideas about how they proposed to set up the process of the Assembly and was disappointed that it seemed to only ask for the participants views.</p>	
10	<p><b>Carers' Champion Update:</b> Jenny said that the carers' information on the website needs changing and updating.</p>	LS
11	<p><b>Communication with Patients:</b> It was discussed having a recruitment drive in February, prior to the Annual Meeting, and to seek members of varied age groups.</p>	
12	<p><b>Patient Group News:</b> Valerie has completed and circulated the draft December Newsletter, which included a section on men's health. Valerie also put in the Christmas opening times and information on the Minor Injuries Unit.</p> <p>There is now a young person section in the Newsletter.</p> <p>The Newsletter did not appear in The Flyer again so Valerie had emailed them to raise her concerns. Sheering News is published every 3 months and has agreed to put the whole of the Newsletter in.</p>	
13	<p><b>Actions Not Met:</b></p> <ul style="list-style-type: none"> <li>• No response to Jenny regarding carers' information</li> <li>• Feedback from Perdi on using eConsult</li> </ul>	
14	<p><b>Any Other Business:</b></p> <ul style="list-style-type: none"> <li>• Jenny will email Perdi regarding privacy for phone calls whilst at school and a doctor's letter for absence.</li> <li>• Jenny will contact the Memorial Hall to book for the Annual Meeting in May.</li> <li>• The December meeting will be on 15<sup>th</sup>.</li> </ul>	<p>JY</p> <p>JY</p>
15	<p><b>Date of Next Meeting: 17<sup>th</sup> November 2021 at 6.15pm</b></p>	