

**CENTRAL SURGERY  
PATIENT GROUP MEETING  
27<sup>th</sup> April 2022**

**Present:** Jenny Young, Janet Search, Joy Das, Sally Ruddy, Valerie Simmons, Liz Scott, Verina Pettigrew, Maxine Tilley. Heather Riches and Dr Rahman joined via Zoom.

		<b>Action</b>
<b>1</b>	<b>Apologies for Absence:</b> Dave Manser	
<b>2</b>	<b>Minutes of 4<sup>th</sup> April for Accuracy:</b> No amendments	
<b>3</b>	<p><b>Matters Arising Not on the Agenda:</b></p> <ul style="list-style-type: none"> <li>• A piece about Continuity of Care was in the May Newsletter.</li> <li>• Liz raised the issue of GP attendance at the meetings and it was thought that the GP's would attend on a rotational basis.</li> <li>• The complaints meeting was arranged for 17<sup>th</sup> May at 2pm.</li> </ul>	<b>LS/JY/MT</b>
<b>4</b>	<p><b>Responses from Liz:</b></p> <ul style="list-style-type: none"> <li>• Liz will check by what method and how widely the Patient Survey has been circulated.</li> <li>• There is no update on the new GP contract</li> <li>• Liz would like another reminder about wearing facemasks in the surgery.</li> </ul>	<b>LS</b>
<b>5</b>	<p><b>Partners' Meeting:</b> Dr Rahman confirmed that two GP's had become Partners and that three female GP's were leaving in the summer. One new GP, Dr Kumar, has been recruited and interviews are being arranged for two more. In interviewing, the Practice cannot specify the sex of a candidate and recruitment of GP's generally is very challenging.</p> <p>The high levels of Covid infections is easing off so more face to face appointments are being booked.</p> <p>Jenny raised the issue of the Integrated Care System and how it would affect the functioning of the surgery. Dr Rahman thought there should not be any significant changes, but Dr Kearns and Dr Remedios have been more involved in the discussions. He will make a note and bring further information back to the meeting.</p> <p>Liz felt it was too early to be specific about services and is unsure if there will still be cross border difficulties.</p> <p>Jenny re-iterated the importance of feedback from the Partners' Meeting and achieving good two way communications.</p>	
<b>6</b>	<b>Staffing Update:</b> The surgery is still struggling with staff sickness levels and most absence is now amongst the office staff. See Item 5 for GP recruitment information.	
<b>7</b>	<b>Finalisation of Annual Meeting:</b> The date was confirmed as 12 <sup>th</sup> May. Liz had posters available which were distributed amongst the group for display around Sawbridgeworth. Yasmin and Natalie will provide laptops for online access training during the interval. Liz will arrange for the agenda and Patient Survey to be placed on the chairs and a copy of this years newsletters available. All other arrangements for the evening were finalised with members arriving to help set up at 6.30pm.	
<b>8</b>	<b>Response from patient Group Review Meeting:</b> This item was deferred as Dr Kearns was not present.	
<b>9</b>	<b>Patient Survey:</b> Liz will follow up its distribution.	<b>LS</b>

10	<p><b>End of Life Care Information:</b> Liz will speak to Clare, who does the cancer care reviews, for further information. The Surgery holds a multi-disciplinary palliative care meeting, where patients are categorised. Liz said that the problem is ensuring the list is kept updated. Not all patients on the list have a cancer diagnosis. There was also a discussion about how a patient would get onto the list as it seems as if there is some inconsistency. Liz will discuss this issue further. Maxine suggested setting up a working group to take the idea of an information leaflet further to help patients and carers navigate the various agencies involved.</p>	
11	<p><b>External Meetings:</b> There were none to report.</p>	
12	<p><b>Patient Group News and Media:</b> The Flyer had put information about the Annual Meeting in the last issue. Valerie had received guidance from Stephanie, the Editor, about what Valerie should send in. A draft of the June edition had been circulated prior to the meeting, with comments noted. Suggestions for the July edition included sun protection and the Diabetes Webinars available free. Valerie made a plea for ideas for inclusion to be received 4-5 days prior to our meeting. Maxine suggested that group members thought about whether we needed a newsletter every month as it was originally published quarterly.</p>	
13	<p><b>Actions Not Met:</b></p> <ul style="list-style-type: none"> <li>• <b>Amendments to the website</b></li> <li>• <b>Survey at Front Desk on whether patients read the newsletter.</b></li> <li>• <b>End of Life Care Information from the Surgery</b></li> </ul>	<p>LS LS LS</p>
14	<p><b>Any Other Business:</b></p> <ul style="list-style-type: none"> <li>• Heather raised the issue of the difficulty in touch with PALS following hospital stays. Joy will send Heather details of who to contact.</li> <li>• Heather queried why she was taken by ambulance to PAH rather than Lister Hospital with a suspected stroke. Liz said that the Surgery has no influence on where a patient is taken by ambulance but she will discuss with Aaron.</li> <li>• Valerie had received an invitation for members of the Patient Group to attend the Civic Dinner. She will re-send the email and requested that those wishing to attend give her a cheque and menu choice by Wednesday.</li> <li>• Verina queried the many differing numbers for the East of England Ambulance Service she was given when trying to arrange transport for her hospital visits. There was also a different number on their website.</li> </ul>	<p>JD/HR  LS</p>
15	<p><b>Date of Next Meeting: 30<sup>th</sup> May at 6.15pm</b></p>	