

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

**Present:** Valerie Simmons, Sally Ruddy, Heather Riches, Liz Scott, Janet Search, Jenny Young, Dave Manser

**Not attending:** Joy Das

		Action
1	<b>Apologies for Absence:</b> Perdi Squire, Verina Pettigrew, Dr Kearns	
2	<b>Minutes of 7<sup>th</sup> March for Accuracy:</b> The items on the Bereavement Café and Carers Hub will be in the May Newsletter, not April.	
3	<b>Response from Liz:</b> <ul style="list-style-type: none"> <li>• The Winter Access Funding was used by the surgery for additional locum cover.</li> <li>• Following the issue of new GP contracts in April, the surgery is waiting for further guidance on triage and online appointments.</li> <li>• Liz suggested a piece on continuity of care and an update on the Covid boosters. Liz will clarify the details and email them to Valerie.</li> </ul>	LS/VS
4	<b>Partners Meeting:</b> Three GP's are leaving at the beginning of June. The Practice is currently recruiting and Liz will give an update at the next meeting. The group members expressed concern that this would leave only one part time female GP for patients who wished to be seen by a female. Dr Takher and Dr Farmah have joined the Practice as Partners. Jenny asked Liz to take back to the Partners' Meeting that we were missing the presence of a GP at the PPG meetings. Booster Clinics at the surgery for over 75's and those immune suppressed will be held in May/June.	LS
5	<b>Annual Meeting:</b> This was confirmed at 7.00pm on 12 <sup>th</sup> May. An agenda, with timings, was put together. It was agreed to have post it notes for comments and a demonstration of online services during the coffee break. Liz will design the posters titled 'Central Surgery Post Covid' and circulate a draft. Once they are complete patient members will distribute them in Sawbridgeworth. Jenny to send Liz and Doug (Bell Pharmacy) a copy of the agreed Agenda.	LS All members JY
6	<b>Way Forward from Patient Group Review Meeting:</b> Jenny will email Dr Kearns with the outcome of the review. It was agreed that a report from the PPG to the Partners' Meeting would be restarted in the absence of a GP presence. Jenny also asked for the PPG to be on the agenda for the Partners' Meeting.	JY JY LS
7	<b>Feedback from the Website Meeting:</b> Liz has not yet made the amendments to the website as agreed at the meeting.	LS
8	<b>Patient Survey:</b> A link to the survey had been sent out by email to patients. It will also be put on the website. Copies will be available at the Annual Meeting. Jenny queried why, if the Patient Survey could be sent out by email, why not the Newsletter? Liz will check.	LS LS
9	<b>Carers' Champion Update:</b> Jenny had a long conversation with Jane Brown following her meeting at the Surgery. Liz said that the visit had encouraged Sharon in her role.	

10	<b>End of Life Care Information:</b> Liz will send information on services provided by the Surgery to Verina. Liz will get clarification on the services available from both Isobel and St Clare's Hospices for patients from Central Surgery.	LS
11	<b>External Meetings:</b> <ul style="list-style-type: none"> <li>• <b>Patient Locality Network:</b> Jenny had circulated the notes prior to the meeting. The Patient Locality Network (PLN) has appointed an Occupational Therapist for mental health, providing a specific service to patients on anti-depressants and patients with Autistic Spectrum Disorder or Eating Disorders.</li> <li>• <b>Integrated Care System:</b> Jenny attended a briefing on 31<sup>st</sup> March. The Integrated Care Board (ICB) is now being set up. There will be an Integrated Care Partnership, involving various organisations, to build relationships between Health and Social Care and the community. The Partnership will hold the ICB to account.</li> <li>• <b>Patient Network Quality:</b> Jenny had circulated her notes prior to the meeting.</li> </ul>	
12	<b>Patient Group News and Media:</b> The Link and the Sheering News had published our patient Newsletter but there was nothing in The Flyer again. The April Newsletter went out on the 1 <sup>st</sup> and was also put on Facebook. Valerie had sent out the draft of the May Newsletter prior to the meeting. Jenny asked Liz if the Carer feedback questionnaire could be sent out to all carers registered with the Surgery. Liz will also check the information on the use of an ambulance for mental health crises.	LS LS
13	<b>Actions Not Met:</b> <ul style="list-style-type: none"> <li>• Amendments to the website</li> <li>• End of Life information on the Surgery services.</li> <li>• Survey at front desk on whether patients read the Newsletter.</li> <li>• Date for Complaints Meeting</li> </ul>	LS LS LS JY/MT/LS
14	<b>Any Other Business:</b> <ul style="list-style-type: none"> <li>• The Surgery will not be doing Covid vaccinations for the 5-11years old.</li> <li>• Valerie had raised a question about not being able to order some medication which is not regularly used. Liz will check the reasoning behind the decision.</li> </ul>	LS
15	<b>Date of the Next Meeting: 27<sup>th</sup> April at 6.15pm</b>	