

**CENTRAL SURGERY
PATIENT GROUP MEETING
5th JANUARY 2022**

Present: Jenny Young, Janet Search, Dave Manser, Verina Pettigrew, Liz Scott, Valerie Simmons, Maxine Tilley

		Action
1	Apologies for Absence: Joy Das, Perdi Squire, Sally Ruddy, Dr Kearns	
2	Minutes of 6th December for Accuracy: No amendments	
3	Responses from Liz: <ul style="list-style-type: none"> • The Partners are happy with the way the PPG is working but are in agreement that it is time for a review. They would like to know how the group can support the Practice going forward. Jenny will arrange a meeting for the patient members and Liz thought we may be able to use the surgery meeting room. • The self-help leaflet is not yet on the website. Liz will chase up with Natalie. • Liz has not heard about a rescheduled visit from Jane Brown, Carers in Herts so she will contact Jane to re-arrange a date. • Liz will check with Natalie as to whether the early prescription requests are now being sent texts. • Liz had no items for the newsletter. 	JY LS LS LS
4	Partners Meeting: The surgery is experiencing staff absences due to Covid. They are now having face to face appointments for respiratory care and are still assisting secondary care with follow up work from hospital appointments. There is no update on the new telephone system as it is currently with the CCG for a decision but confirmed any new system would be cloud based. The Practice is hoping to recruit another GP in April.	
5	Date for Website Meeting: This will be held on 1 st February at 3pm in the surgery. One topic for looking at will be the website search facility.	
6	Carers Champion: No update. The Patient Locality Meeting newsletter had a large piece on Carers.	
7	External Meetings: <ul style="list-style-type: none"> • Patient Network Quality: Jenny had circulated the minutes prior to the meeting. There were no questions raised. Jenny said that, once the Integrated Care System (ICS) was established, it was unclear whether the Quality Meeting would continue. • CCG Xmas Quiz (via Zoom): This was arranged as a thank you to all the volunteers. It developed into a long discussion about the new ICS and whether there would be a structure for patient involvement, which has raised concerns amongst all the various patient representatives. Jenny had asked since what would/had happened about the various project groups which patients had been involved in as there had been no feedback but little is known. 	

8	<p>Patient Survey: There was a discussion about the survey and changes suggested. Liz will circulate the amended version. Valerie asked if Liz could let her know when it went live so that she could include it in the newsletter.</p>	<p>LS LS/VS</p>
9	<p>Patient Group News and Media: Valerie was concerned that the December Newsletter did not go on Facebook until 24th December, which is too late for time critical information. Liz asked Valerie to let her know if this situation happened again. Liz will speak to Yasmin about it and also check how complicated the process is. Valerie had circulated the February Newsletter prior to the meeting. Minor changes and additions were done and it is now complete. Maxine raised the issue of a letter which had been sent out to patients in West Essex CCG. She thought it was useful information and asked whether something similar could be used by the Surgery to communicate with patients. Liz agreed to have a look at it.</p>	<p>VS LS LS</p>
10	<p>Actions Not Met:</p> <ul style="list-style-type: none"> • Self-help Leaflet not on the website • Clarify whether texts are now being sent for early prescription requests 	
11	<p>Any Other Business:</p> <ul style="list-style-type: none"> • Liz said that there were good results from the use of eConsult with 99% satisfaction. • Verina raised the issue of there being a practical information pack available for End of Life Care for patients and carers in the community. There was a discussion about what might be included, such as where to go if the patient/carer experiences a problem outside surgery hours and points of contact. Dave thought it would be useful to also include information on what to do after a death. It was agreed the group would give this their consideration and send any ideas or information to Verina. • Liz will send Jenny some suggested dates for the PPG review meeting. • Janet raised the issue of having to book a face to face appointment, with a specific GP, a week in advance. 	<p>All members LS</p>
12	<p>Date of Next Meeting: 7th February 2022 at 6.15pm</p>	