

**CENTRAL SURGERY
PATIENT GROUP MEETING
6TH DECEMBER 2021**

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

		Action
1	Apologies for Absence: Heather Riches, Joy Das, Dr Kearns	
2	Minutes of 15th November for Accuracy: Maxine had noted that Verina was attending a Zoom meeting on Falls Prevention. This was actually an E&N Herts Falls and Frailty Single Point of Access and Care Co-ordination Meeting. Heather also attended.	
3	Response from Liz to the Questions Sent: <ul style="list-style-type: none"> • Survey Monkey would cost in the region of £380, which Liz felt too expensive. • Newsletter – no items • Texts are not yet being sent out on early prescription requests. Liz hopes they will start tomorrow. 	
4	Partners Meeting: There is some confusion within The Practice as there are differing instructions and advice coming out from NHS England as to what GP practices can omit completing due to renewed pressure on surgeries. They have suspended some target reporting under the Quality Outcomes Framework but not others. The Practice is planning on getting a new telephone system and are currently in negotiations. Staffing levels remain good. Jenny asked Liz about some funding of £1 per patient. Liz had not heard of it so, as the information had come from the patient rep on the Clinical Commissioning Committee, Maxine will raise the issue at the Patient Network Quality Meeting.	MT
5	Website Update: The meeting has been postponed until after Christmas. Liz will send out a date.	LS
6	Leventhorpe School: The school have removed the requirement for pupils to provide a sick note for absence. Perdi had trialled using eConsult and found it useful. She will publicise it at school, although she has been unable to put anything in the school newsletter yet.	PS
7	Recruitment Drive: Jenny thought that as the group has now been running for 10 years, it would be a good time to do a review on the role and purpose of the group before we do any future recruiting. Jenny asked Liz to take the question of what the Partners feel they need from us going forward. The surgery has always supported us well and Dr Kearns was the driving force in setting up the original steering group. The PPG application form asks what the patient can bring to the group and it was felt that this was a useful question. There was a long discussion about the groups' future and will be discussed further in the New Year.	
8	Carers Champion Update: Jenny had sent the information on Herts Care Providers Association. Jane Brown (Carers in Herts) had arrived too late for a meeting with Liz and will send a future date for her to come back.	
9	External Meetings: <ul style="list-style-type: none"> • Patient Locality Network (PLN): Jenny had circulated her notes prior to the meeting. Dr Sian Stanley, Clinical GP Director, gave an update on the 	

	services and additional staff which the PLN are employing across the locality.	
10	Self-Help Leaflet: Liz had sent the final version to Valerie, who had made minor amendments to the text and graphics. It will be added to the website and Liz will let Valerie know when this has been done so that a link can be put in the Newsletter.	LS/VS
11	Patient Survey: Liz had circulated this prior to the meeting. It was agreed that minor changes would be made and Liz will then circulate it.	LS
12	Patient Group News and Media: The Link and Little Hallingbury News had published all pages and there was some in the Sheering News and The Flyer. Valerie had contacted Jo Sargent about any publication which could go to all of Sawbridgeworth and include the PPG Newsletter. She has not yet had a response. The January Newsletter had been circulated prior to the meeting and Valerie has added additional information on Covid vaccinations. Perdi has supplied information for a young adults section. Liz confirmed that when the Newsletter is sent out by text a link to the website is included for patients who prefer to read it in that medium. The Annual Patient Survey and Carers Information will go into the February edition.	
13	Actions Not Met: <ul style="list-style-type: none"> • Date for website meeting to be set 	LS
14	Any Other Business: <ul style="list-style-type: none"> • Valerie reported that the NHS appears to be sending a text message rather than a letter and then patients can go online to book their appointment. • Valerie commented that there had been a long queue at reception on a day when the check-in machines were not working. Liz said that this occasionally happens but reception still has the system in place to call for assistance. • Sally informed us that there is a new group for patients with Parkinson's in Bishops Stortford. Sally will give the information to Valerie for the Newsletter once she has attended the first meeting. • Jenny asked for clarification on the role of the pharmacist if, during a medication review, it is apparent that a patient needs a GP consultation. Liz confirmed that it is the responsibility of the patient to follow this up. • Maxine asked about referral to the District Nurse Service following a hospital discharge. Liz stated that it is the responsibility of the hospital to make the referral. The GP receives a discharge summary with actions for the GP to undertake. 	SR/VS
15	Date of Next meeting: 5th January 2022 at 6.15pm	