

**CENTRAL SURGERY
PATIENT GROUP MEETING
7th FEBRUARY 2022**

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

		Action
1	Apologies for Absence: Heather Riches, Joy Das, Janet Search, Dr Kearns	
2	Minutes of 5th January for accuracy: Maxine had omitted the information from Liz on the possible changes to eConsult. It is currently being looked at by the CCG but Liz had no further information.	
3	Responses from Liz to the sent questions: <ul style="list-style-type: none"> • The revised self-help leaflet has been added to the website • Jane Brown, Carers in Herts, is now visiting on 14th March. • Texts on early prescription requests are now being sent but not on a consistent basis. Liz will follow this up. • The CCG is coming to do a survey in preparation for a new telephone system, which will be cloud based. • Liz was unaware of the position re: any Section 106 money available from the new Sawbridgeworth developments. She will put it as an agenda item for the Partners' Meeting. • Liz had no items for the Newsletter. 	 LS LS
4	Partners' Meeting: The focus has been on ensuring the surgery is adequately staffed due to absences from a Covid outbreak. Raj, clinical pharmacist, is leaving the Practice on 9 th March. Dr Kumaran, male GP, will be starting on 25 th April and will be working Tues, Thurs and Fridays. There was a discussion about the news from the Health Minister that suggested a change in the way GP's are employed within the NHS. Valerie raised the issue of attendance at A&E and Liz said that PAH has been doing GP triage for some time.	
5	Patient Group Review Meeting: This was set for 15 th March at 3.00pm in the surgery conference room.	
6	Date for Website Meeting: This will be held on either 21 st or 29 th March in the conference room. Jenny will confirm the date with those attending.	JY
7	Patient Survey: Liz had amended the survey and circulated it prior to the meeting. Maxine queried the questions S2 and S3 as she thought booking online appointments had been suspended during the pandemic. Liz said that nurse and HCA appointments were available. Please send any amendments to Liz and it will then be sent out to patients.	All members
8	Letter of communication to patients: This has not been looked at and Liz will take it to the next Partners' meeting.	LS
9	Carers' Champion update: Jenny had circulated information from Carers in Herts about the support available for Carers' Champions, with a link to an online session on 8 th February. Liz said that no one from the surgery was available to attend. Jenny informed Liz that Jane Brown will do a 1-1 session if the Carer Champion could not attend.	

10	<p>External Meetings:</p> <ul style="list-style-type: none"> Jenny had attended an online session of an update on the Integrated Care System (ICS). Jenny will circulate the 10 principles for the ICS. There was no consideration given to patient involvement in the new ICS. Jenny said it was a very angry meeting with patients who had committed a great deal of time and effort into supporting surgeries feeling that they were now being put aside. Liz will put this item on the agenda for both the Partners' Meeting and the locality meeting. Dave had attended a Safeguarding Meeting with Carers in Herts. 	<p>JY</p> <p>LS</p>
11	<p>Patient Group News and Media: The February Newsletter was put on the website on the 4th and sent out by text on the 7th. The full Newsletter was included in both the High Wych and Little Hallingbury news. Valerie had contacted The Flyer about hearing that they did not include the Newsletter due to patient confidentiality. Valerie had contacted Stephanie, who was unaware of this, so Valerie will continue to send it to her. Valerie had included a piece in the March Newsletter about patients, due for hospital admission, not being able to do a PCR test as their booster jab had been recent and surgery had therefore been postponed. Liz had not heard of this information so will check its accuracy and let Valerie know about the inclusion of it in the Newsletter. Valerie asked Liz for information for the April Newsletter to be brought to the next meeting.</p>	<p>LS/VS</p> <p>LS</p>
12	<p>Actions Not Met:</p> <ul style="list-style-type: none"> Communication letter to patients 	
13	<p>Any Other Business:</p> <ul style="list-style-type: none"> Verina commented on a young mother who had gone to the pharmacy for advice about her child. She felt that the message was getting known about alternatives to a GP appointment. End of Life Care information: There was a discussion about Verina's project. It was felt that it should only include local information. Liz will bring any information held in the surgery. There was a discussion about where, generally, patients can get help if required. It was suggested that Herts Help might be the first place to go. 	<p>VP/LS</p>
14	<p>Date of Next Meeting: 7th March 2022 at 6.15pm in the surgery</p>	