**Central Surgery PPG Minutes**

**30 January 2023**

Attendance: Loraine Rahmy Council Dementia Champian, Alice Storelli, Social Prescriber Southend East PCN, Barbara Riebold, Margaret Treadaway, Clyde Saunders, Chris Ratan, Julie Chambers, Chris Gasper, Pink St Clair, Dr Irlam.

**Dementia Support**

**Alice Storelli** has worked in primary schools and has been on the PCN Social Prescribing team for 6 months. She looks at what activities are available and visits day centres to identify those who need help and their partners. Some are reluctant to identify a partner with dementia. She is looking out for facilities provided by community and faith groups that may be suitable.

Alice can find the sort of help needed for confusing cases. Loneliness and isolation is difficult.

There is an attendance allowance for those with a support need that is not means tested. There is a Help line 0800 7310122 from Age Concern. They hold a drop in to help at the Haven Centre in Hamlet Court Road every Thursday.

**Loraine Rahmy** leads the Council Dementia network coordinator support team that has 9 staff, full and part time with 2 vacancies.

The team supports social groups working with dementia. Some widows are referred for support until ready to move on. Southend patients have a wide range of circumstances and concerns. Patients may not have a need for some months but can come back to the service.

Those referred are told that dementia funds are the available.

The team refers patients to social care and can help with getting appointments. Parish nurses are amazing.

The team is Based in the Civic Centre but hold drop-in sessions at many community points throughout the town, including at Cluny Square once a week.

Age related memory loss may not be dementia.

**PCN update**

Alice reported that the PCN Open day on 25 Jan was very successful. 252 patients booked nearly 600 appointments at the PCN. There were 70 feedback returns, 59 would like to see more events. Citizens Advice attended.

700 patients received an invitation text message from Central Surgery.

The contract for North Shoebury Surgery is to change on 1 April a potential owner has been identified.

**Minutes of the PPG meeting 28 November 2022**

The minutes were accepted as a true record of the meeting.

**Matters Arising**

Specsavers and Boots are now charging for hearing tests unless aides are purchased from them. Patients are advised to apply to the surgery for referral to the Hospital audiology department if they have trouble hearing.

**Surgery Update**

A receptionist moved to another NHS post so the Surgery is advertising for a replacement. A Nurse has been sick and is now working part time. A nurse working part time within the PCN could fill in at Central Surgery.

Dr Salau has joined the surgery as a permanent salaried GP. The surgery has 3 salaried GPs and as a training practice we are allocated regular registrars. They have placements in 6 month or 1-year blocks.

**GP Appointments**

There had been an increase in face-to-face appointments. Surgery has considered opening the phones at times other than 8.00 AM but if asked to telephone either AM or PM, patients would ask, “Why should I wait till then? Why can’t you give me the appointment now?”

A rota for GP appointments are put on the website for a month. Some are left for next day and emergency appointments. Some emergency appointments can be left so you may be lucky in getting an early one.

The receptionist should always ask a caller, what is wrong, to assess the degree of help needed. It may be an emergency even if the patient “doesn’t want to bother”.

**MSE Hospital and ICB update**

SAVS presented a webinar on the South East Essex Alliance. The slides from the presentation had been circulated. A resident involvement platform is under discussion.

Herts and West Essex ICS have 150 surgery PPGs and held their first Community Engagement meeting in January 2022, 6 months before the ICS was formally created.

The MSC has held 7 engagement workshops attracting a total of 170 participants with 288 contributions via social media.

Chris is trying to have bus information screens inside Southend Hospital. A meeting has been arranged at the hospital.

**Next meeting**

The next meeting was agreed on 27 March, postponed to 24 April 2023.