**Central Surgery**

**Patient Participation Group**

**Meeting 1.00 PM Monday 23 September 2019**

Attendees: Chris, Julie, Linden, Sylvia, Margaret, Clyde, Vivien, John, Linda, Christine, Dr Irlam.

**MINUTES**

1. Welcome
2. Guest speaker 1. Leanne Kelly Governor EPUT. Guest speaker 2. Amanda and Jo from CCG to discuss digital training for patients.
3. Apologies Barbara and Anne
4. Leanne Kelly, EPUT Public Governor talked about the current issues with the provision of mental health in Southend and Mid and South Essex. There are several services such as IAPT, Southend MIND, Samaritans, Holistic Service TrustLinks. Referrals to secondary care psychiatric Service for over 18 years has a 3 months waiting list.
5. Presentation from CCG regarding the Drop in sessions organised for November and January to teach interested patients how to use computers, internet, the NHS online service. The surgery will promote the ‘Get Online Promotion Week’ week commencing 14 October. CCG and PPG to help promote in the waiting room and draft patients in for the training and website LearnMyWay.
6. Matters to raise with a Partner if available. Some medication are not available from pharmacies. National shortage of medication, surgeries are asking help from pharmacies. what are the best alternative to prescribe.
7. Some pharmacies charging patients for delivery of their regular medication, in some cases £5. Christine has spoken to CCG but it is out of their hand. Surgery to suggest to patients to shop around to find free delivery.
8. Minutes of the meeting of 22 July 2019.
9. Surgery Personnel Update
10. Parking Restrictions – Not done yet, Clyde will look into it further.
11. PCN area Health Event – Try to involve all the locality, involve young people.
12. Ear syringing – The surgery is no longer providing ear syringing because NHS England contract does not cover the provision of the service. The PPG feels there is a knock on effect to people who really need it but have to wait months to be seen at the local hospital.
13. Success Regime update
14. CCG Patient & Community meeting 15 August. Minutes attached
15. Any other Business. Problems with delay in trying to book an appointment at the local hospital when referred. Why are they not sending an appointment in the post. The system of Electronic Booking is giving the choice to patients to either book online or by phone but probably quite busy on the phone at certain times of the day.
16. Eye Clinic – Patients not advised on what the procedure will be, made sign a consent form after drops in eye so couldn’t see the form.
17. Health Watch – Problem with pollution with visiting coaches which let run their engines. Members of the PPG raised the issues at SBC.
18. Date & Time of next meeting. Monday 25 November 2019.