**Central Surgery PPG Meeting 26 September 2022**

Present Chris Rattan , Vivian Mangan, Julie Chambers, Julie Powlettem, Pink St Clair , Dr Irlam, Chris Gasper

Apologies: Margret Treadway, Clyde Saunders, Barbara Riebold, Evelyn Allen

**Appointments**

A question was raised about making doctor appointments at the surgery. A batch is released at 0800 each Monday but all taken by 1000. Emergency appointments for the following day are released at 6.30 PM the previous day. Pink will look at releasing some emergency afternoon appointments at 1.00 PM.

**Hearing Aids**

Information was requested on tests for hearing aids. Patients are advised to first ask for a test at Specsavers or Boots. If hearing aids are recommended, the Audiologist should advise that NHS hearing aids could be available. If an aid is recommended, the patient should take the report and ask for a nurse appointment at the surgery for referral to Southend Hospital Audiology Department.

**Ear Syringing**

Ear syringing is not available but the PCN wants to offer the service on extended hours.

**Surgery Staffing**

There are no staff changes but the Surgery is still trying to recruit another nurse. The surgery will lose the extended hours on Thursday evening that will be taken up by the PCN at Norton Place.

**Vaccines and Boosters**

The PCN is taking bookings for both COVID boosters and flu injections. No vaccines for these have been delivered to the surgery.

Appointments for baby immunisations are likely to be missed. They are followed up but it does take resource.

**Surgery Website**

Some reported difficulty in accessing the surgery website. Putting “Central Surgery Southchurch” into a search engine, should get you in. You can also use the NHS Ap.

**PPG**

 The invitation to join the PPG on the website was discussed including reference to a “virtual group”. Pink offered to send copies of the PPG Minutes to any virtual members who sign up and invite items for the agenda for the next meeting.

**Shoebury Health and Wellbeing centre**

The site of the new Centre has been decided as the site occupied by Norton House and the old Shoebury Hospital on Ness Road. GP Surgeries cannot increase services as their budget is capped but extra services via the PCN can be considered in the new Wellbeing Centre.

Members suggested that an ultrasound facility would be useful as would a [Podiatrist and a physiotherapist and treatment for leg ulcers. It would be good to have eye examination available but Eye Consultants have to be in the hospital to supervise trainees that may restrict external operation.](https://www.google.com/search?client=opera&q=Podiatrist&si=AC1wQDDpGOot2oszezPNwprLIg5ABjqHZ3YIIcGrpvlRyk10Fo86Y8PmxvBGxd9RL1S_-KHEfNZ0ncFEnyKm2VPysJSTTwvhFxTYz2kQJ6sQEiPhRpNUG7Zg3FdJL6vIx8NEH-jOP5ifh0V2U8j1N9cfDwhY0D2R3XayvMncFF5XWN8r6R-MfOo%3D&sa=X&ved=2ahUKEwibhLmd9Zn7AhUGWcAKHZ_PBngQ6RN6BAgbEAE)

 **Southend East PCN**

The PCN held a PPG meeting on 21 September. 12 people were there mainly from Shoebury area. The PCN is a different animal from a GP surgery, providing extra services. They can’t recruit professional people as the pension and travel costs are too much to sustain on PCN budgets.

**Medical Reviews**

Pharmacists work from the PCN and take a share of the work reviewing medications across the 6 surgeries.

**Out of Hours GP Service**

An Extra 38 GP Hours a week are now provided by Southend East PCN, for patients from all PCN Surgeries in evenings and weekends.

**PCN Website**

The PCN Website was discussed. It is run from a central agency and has little flexibility for local content apart from a newsletter. Kellie Dennis, the PCN Communications Officer, is trying to set up an independent website for the PCN.

**MSE Hospital**

Chris had attended the hospital AGM, held this year at Southend.

The new CEO is Hannah Coffee who started in July.

Staffing levels are limited and remain a challenge related to vacancies and sickness absence.

Patients coming to hospital are sicker than they used to be.

The Hospital had a CQC inspection last year and was rated “requiring improvement” but caring was rated “good”.

**A&E Ambulance Delays.**

Delays greater than 30 & 60 minutes in transferring patients from ambulances remain high. Delays in discharging patients is part of the reason. A number of care homes have closed reducing the facilities available to discharge those unable to immediately return home.

**Tony Young OBE**

Tony works from the UCL Medical School and talked about innovations introduced locally. For example:

Cardmedic is an IT application that translates medical phrases in any language and is used to explain procedures on the wards to those less familiar with English. It covers medical terms that aren’t included in Google translating programmes.

A Drone service is used to deliver medicines to homes that are difficult to reach.

An algorithm has been devised to predict which patients are unlikely to turn up for an appointment. They are then contacted to encourage them to attend. Many have deprived situations.

**Changes to NHS Organisation**

The MSE ICS is now an Integrated Care Board, ICB. This has taken over all the 5 CCGs in the area and most of their commissioning responsibilities. The Board allows the public to attend their meetings and ask one question each.

An Integrated Care Partnership includes local authorities, including Southend City Council, Community Group representatives, the Police and Healthwatches, including Southend. This does not meet in public and doesn’t publish plans or minutes.

The MSE area is divided into 4 Place areas. South East Essex, Basildon and Brentwood, Mid Essex and Thurrock. Each of these have an Alliance of the local ICP Partners, including PCN Clinical Directors. Exact membership is not published and their meetings are not made public.

The chair of the South East Essex Alliance is Anthony Quinn who is CEO of SAVS.

**Practice Manager** **Meetings**

PMs met regularly under the CCG that has been disbanded. They now meet every Tuesday but there is no support from South East Essex organisations.

**CCG Patient and Community Group**

Chris represented the Surgery on this group that has not been continued on the demise of the CCG. He is attending a number of local groups and hopes a new patient and community group maybe created.

**PPG Christmas Meal**

After a successful PPG Christmas meal in 2021 at the Toby, it was agreed to arrange another on Monday 12 December.

**Next meeting**

It was agreed to hold the next PPG Meeting on Monday 28 November at 1.00 PM.