**Meeting 1.00 PM Monday 5 November 2018**

**Apologies:** Martin Mallin (MM), Martin & Ann Tweed (MT) Present (12 in total)

Practice Manager Christine Lloyd (CL), Chair Chris Gasper (CG), Julie Chambers (JC), Margaret Treadaway (MT), John Vousden (JV), Linden Currie (LC), Vivien Mangan (VM), Sylvia Emsden (SE), Clyde Sanders (CS), Stephen Smith (SS), Sylvia Emsden (SE), Barbara Riebold (BR), Rattan Rattan (RR).

**Introduction of new member of the group**. Mr Rattan Rattan was kindly welcomed to the group and we hope that he will enjoy the meeting.

**Invited Speaker**: Jean Broadbent from **Healthwatch.** <https://www.healthwatchsouthend.co.uk/>

Jean presented to the group what Healthwatch represents for the Southend population. It is a service that speaks up for residents of all ages, children, teenagers and adults who access health and Social Care Services and to ensure that local health and Social Care Services provide care as expected. They can help and advise local residents with raising complaints. They reach out to vulnerable people and help to direct patients with mental health to the available local services.

It is an independent service from the NHS. There is a Healthwatch England and local Healthwatch Services. It is an impartial service that looks for and publishes feedback from people.

Healthwatch holds regular Public Events to raise awareness about their service and gather information on what resident expect and receive from their Health and Social Care Services to feed back to local services to improve their service to the public.

Healthwatch works alongside Southend Council People Scrutiny Committee and also sits on the Council’s Health and Wellbeing Board that overviews all health and social services issues in Southend. Healthwatch contributes to SBC 5 year plan.

They liaise with Southend Borough Council, CCG and look into the STP project.

They run surveys and local recent feedback from residents was about the Phlebotomy Service with longer wait to have a blood test done, feedback about GP appointments with the challenging task for the CCG to offer extended GP hours during weekend which has now introduced several GP Hub across Southend available for appointment for any residents of Southend.

They look into the 19 recommendations by the STP in connection with the 3 local hospitals.

Healthwatch meets with the local Old People Assembly 4 times a year.

Jean asked members of the PPG to spread the word to family, friends and neighbours about what Healthwatch offers.

Healthwatch Southend and Healthwatch Essex are both on the surgery website. It is also on the waiting room tv.

**Health Event**

Thank you to all members of staff for helping with the Health Event. Must pay the church. The PPG didn’t raise any money.

The next Health Event will be about a specific subject and will be for a targeted audience. One member mentioned about the Essex based charity dedicated to Men’s Health and well-being. CHAPS

<https://healthylifeessex.co.uk/articles/charities/chaps-mens-health-charity/>

**Online Prescription Process**

Members feel that the requesting of prescriptions on the online service could be more sophisticated and would like to see for example date when meds are due but the surgery has no control about the process of the online prescription requests. Feedback from patients can be passed onto SystmOne who looks into suggestions from surgeries for future development.

**SAVS**

SAVS is a great source of information. SAVS helps local charities and community groups achieve their full potential.

<https://www.savs-southend.org/>

**Local Church at Cluny Square**

There is a community HUB run by the church which helps the local community with paperwork, meals, food bank and many more volunteer services.

**GP HUB**

There are several GP HUBs across Southend for residents to access a doctor in the evening and weekends. It is a Government/NHS England initiative commissioning CCGs to provide extra GP appointments.

**Southend 2050**

What do residents of Southend want Southend to become by 2050? Residents have been asked to part of the conversation. We will invite 2050 representative to discuss with the group at a later meeting.

<https://www.southend.gov.uk/southend2050/>

**Southend Patient Forum**

The forum meeting on 18 October gave information on local NHS planning to cope with winter pressures. Staffing is higher than for 2017.

**STP**

£8.4M funding was expected in spring 2019 to start implementing the 19 recommendations of STP. Southend Council have agreed to challenge the STP and it was not known what effect this would have on the progress of the recommendations.

The SUAG Transport Group is meeting on 6 November. The bus companies have been approached to ensure they have services running when hospital change shifts in the evening.

**Youth PPG**

It would be good to invite young people to the group but it will be difficult to attract them unless we hold the meetings in the evening which during the winter months is difficult for members of group to attend.

There is a Youth Mental Health Counselling Service called MIND who help and advises young people about mental health issues.

<https://www.seandcessexmind.org.uk/>

<https://www.seandcessexmind.org.uk/children-young-adults>

There is a Youth Council at SBC. Discussions also take place about mental health issues and services. Surveys are run regularly.

 <https://www.southendyouthcouncil.co.uk/>

**Newsletter**

The group needs to organise the Winter Newsletter, maybe talk about youth mental health, the new Health and Social Care Localities.

**Flus**

All flu vaccines have now been delivered. Not many vaccines now left at the surgery

Patients who have a reaction to the vaccine should contact the Medicines and Healthcare products Regulatory Agency (NHRA) Yellow Card Advice Line 08081003352 or visit the MHRA website.

<https://yellowcard.mhra.gov.uk/>

Next meeting on 21 January 2018

Apologies to Christine Lloyd on admin.mailboxf81086@nhs.net