**Central Surgery**

**Patient Participation Group**

**Minutes of Meeting 1.00 PM Tuesday 23 May 2017**

**Agenda**

1. Welcome to new member Barbara
2. Apologies from Julie and Linden
3. Questions to ask a Partner, if available.  
   Dr.Irlam: complex care. John provided an example of an unsatisfactory social care visit by young social care workers where the 'script' employed was insensitive. Such visits would ideally be undertaken by older, better trained people with some experience of the world-otherwise the result can be depressing.  
   Dr. Gyler is still at the stroke unit at Southend and was said to be the only consultant there now.  
   Cases such as split skin over Achilles tendon can be dressed by the practice nurse. There are now two nurses and an assistant practitioner. It was commented that this system works well.  
   Dr.Irlam went to the Breast Cancer public awareness session and was also informed of the desire to have a surgery open day (in the summer).
4. Minutes of the meeting of 20.3.17.  
   Repairs to area outside practice still represent a trip hazard and is to receive a decking area to deter cars from turning around there. The broken fence has been mended. The parking restriction is still being pursued.
5. Matters arising not on the agenda
6. Surgery Personnel Update:  
   A new registrar in Aug Dr Gussetti so there will be 3 registrars. Tamla the apprentice is settling down well. Registrar training is 4yrs with a surgery placement of 6 months to 18mths.
7. Health Event –
   1. Review of Breast Awareness event:  
      Fantastic feedback, genuine applause, pitched very well (informative and reassuring).Bunny put to good use for the funds for the defibrillator.
   2. Diabetes: still working on Stroke.   
      A multi-session day was proposed to take place at the practice either this summer or the next so that patients can come and see round the practice and ask informal questions about how it works.
8. PPG Newsletter:  
   New topic discussed-On line service. A 'how to' covering things like appointments, list of things expected of patient, pharmacy procedure, difficulties patients experience. This would be associated with more information put on website.  
   Appointment difficulties were discussed ie recommendation that people turn up at 7.55 at the practice and also the uncertainty patients may have re whether a situation is urgent or not. Email questions were not likely to be the answer because of repeated emails. Instead a phone link was available after the morning surgery where people can ask a doctor and this may result in an appointment for the evening. People repeatedly missing appointments may be taken off the list.
9. Name the Bunny:  
   £40 so far. £250 raised on Facebook. Someone to make up difference between that raised and the necessary amount for the defibrillator. BHeartF won't fund defibrillators in surgeries. It is recognised that someone must be trained to use the device and that it must be maintained. Name to be drawn at the end of May.
10. Patient Questionnaire for Spring 2017: 'Are you a carer' to be added.
11. Clinical Commissioning Group Update
    1. Success Regime update.  
       Ambulance crews being trained and given more responsibility re triage with possible phone connection with consultant. This seems to be part of the mechanism to enable more travelling to take place to Basildon.   
       Not sure about ECGs...reading a twelve lead one can be difficult. So what processes are actually undertaken for heart attack and stroke? It seems there is still a stroke outpost at Southend. Services are moving before the public have actually been consulted.  
       NHS & Social Care Sustainability-143 pp on the web. Also 'Self Management UK' website.  
       Helicopter pad at Basildon mentioned as route from nearest landing ground to hospital not ideal.  
       CCG now accountable for GP surgery commissioning and in future council representatives will be invited to attend meetings. There is a procedure for whistleblowing.
    2. PPG Forum 20 April – Minutes and presentation circulated.
12. Any other Business.  
    PPG voted unanimously for view that Southend hospital should not be downgraded but improved with services retained. This view to be expressed at the PPG forum and it was hoped that other PPGs not only in Southend but in Basildon and Chelmsford would follow suit.
13. Date & Time of next meeting.  
    1pm 17th July

Apologies to Christine Lloyd [admin.mailboxf81086@nhs.net](mailto:admin.mailboxf81086@nhs.net) please.