**Central Surgery**

**Patient Participation Group**

**Meeting 1.00 PM Monday 2 July 2018**

**Apologies:**, Linden Currie (LC), Martin Mallin (MM), Martin Tweed (MT) and Barbara Riebold (BR).

Present (11 in total)

Practice Manager Christine Lloyd (CL), Chair Chris Gasper (CG), Julie Chambers JC, Margaret Treadaway (MT), John Vousden (JV), Vivien Mangan (VM), Sylvia Emsden (SE), Clyde Sanders (CS), Ann Tweed (AT), Stephen Smith (SS), Dr Aidan Irlam (AI).

1. **Questions to ask a Partner**: Locality. The local CCG has created 4 localities of surgeries to be able to work together and provide an appointment service for patients to have access to a doctor 7 days per week. This project is still at the discussion stage.
2. **Minutes of the meeting of 23 April 2018.** Satisfactory.
3. **Pharmacies dealing with prescriptions.**

The surgery still receives many prescriptions from Boots which have already been issued recently which waste staff’s time opening patients’ record to only find that the prescriptions has already been issued recently. Christine will call Boots to have a meeting to discuss. If the process does not improve Patients will be asked to request their prescriptions directly to the surgery via the online service or brought in the surgery.

1. **Raising funds.**

The PPG and the surgery are not sure that a height/weight/bp machine would be beneficial to the patients and the surgery. Also it is an expensive piece of equipment and we need to know if children would play jumping on and off it. Christine will email a surgery in Southend who has one to seek advice.

1. **Parking restriction at the front of the surgery.**

The surgery staff is going to spend some times talking to patients in the waiting room to raise awareness and try to increase the number of signatures.

1. **Personnel Data.**

A locum doctor will come and help throughout the summer to cover the holiday period.

1. **Newsletter.**

The newsletter is ready to be posted onto the website and printed for the waiting room.

1. **Open Day health event.**

Christine has contacted few NHS local services who all have accepted the invitation to have a stand at the health event. We are thinking of calling the open door event ‘Healthy living’. The open door will be opened to all the surgery patients and members of the local community will be welcome to attend. The aim is to promote all local NHS services available to patients.

The dementia team, Smoking cessation services, ACE exercise and weight management services, Ageuk Essex, Therapy For You, the NHS Health Check Bus. We will have activities for children and service teas, coffees and healthy cakes.

Christine will ask Martin M is he would be happy creating a flyer/poster for the event.

Christine will look for leaflets and colouring pages for the children.

1. **Success Regine.**

The final recommendations from the STP hospital reorganisation were to be presented to the STP Joint CCG Committee on 6 July for approval. A meeting of the SDTP User Group was planned later in the month.

1. **Hospital transport between 3 local hospitals.**

Patient and visitor transport between the 3 hospitals was held on 18 June. The meeting was presented with a map of 3 proposed bus routes to link the 3 hospitals with links to Orsett and Braintree.

Helen Morris, Head of Integrated Passenger Transport Unit, Essex County Council talked about the proposed inter-hospital bus service. She advised that the privatised bus act prevents public bodies running services on the same route as private bus companies and undercutting them on price. This will be looked into.

It was also agreed to look at public bus services between the hospitals and locally, to publish these on hospital web sites and locally to persuade local staff to use public transport rather than cars and thus leave more room in hospitals for patients and visitors travelling from further distances.

A further meeting is planned for September.

1. **Southend Patients forum.**

The official minutes will give details of presentations on mental health services, a Red Bag service for residential homes to be prepared for residents needing to go into hospital and a relaunched 111 service.

Getting appointments for a blood test were queried by some members. The Thorpedene Clinic has only one position instead of 2 previously. This is due to a review of privacy policy and led to only one patient being treated in an area at a time. Jayne Mason asked for details of problems in getting a blood test.

Ashley King gave a presentation on Localities.

1. **GDPR** for the Patient Participation Group. The chair asked if members of the group were happy to share each other’s email address.
2. **Sepsis** Chris attended a presentation about Sepsis. All surgeries have received informative materials and poster to raise awareness on the prevention of sepsis.

Next meeting on 10 September 2018

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