**Central Surgery Patient Participation Group**

**Mon 24 January 2022**

**Present:** Sylvia Emsden, Margaret Treadway, Chris Rattan, Clyde Sanders, John Vousden, Vivian Mangan, Margaret Treadaway, Barbara Riebold, Chris Gasper, Christine Lloyd Practice Manager, Paula Dunley, Pink St Clair

Apologies Julie Chambers,

**Questions to the Surgery**

A member reported that it taken 23 minutes to get a reply on the phone to the surgery at an off-peak time. It seems as though taking 20 minutes to get through, especially at peak times, can be experienced.

The number of lines has been increased and two receptionists are on duty from 08.00 AM to answer them. All surgeries have experienced a large increase in the number of calls, putting pressure on receptionist staff.

More appointments are being released on line. Booking an appointment with a nurse on line can be difficult as a Doctor has to be in the surgery to allow a procedure.

New Highway Code rules ask that a driver uses the left arm to open the driver’s door to ensure vehicles about to overtake can be spotted before opening the door. It was felt using the left arm may cause back pains to those susceptible to such.

There is a facility for interpreters in the surgery. Some can be found within the PCN system.

2 new registrars are joining the Surgery. Another is coming but then will be on Maternity leave.

A new receptionist has started and is finishing training. One is returning from maternity leave.

**Co-Production**

If a member of the public has an idea to improve the life of residents, the Council can find others to support it, and ways of developing the idea to implementation. Jessica Russell from SAVS is involved in the project and will be invited to the next meeting.

Paula asked if a non-clinical project is identified, then we can discus and pull the project together. She invited Members to bring ideas to the next meeting.

**PCN Update**

Paula advised that 2 new pharmacists are now reviewing medication for patients in Southend East PCN, Wed & Fri.

Jordon has been appointed as a second Social Prescriber for the PCN. He is working with house bound patients and doing welfare checks for those over 90.

Norton House in Ness Road has been allocated for use by the PCN Team. Dr Ata works from there and can take some pressure from PCN Surgeries mainly with telephone appointments.

It is hoped to employ a physiotherapist to work within the PCN but recruitment is through the Hospital who do not have qualified staff available.

The PCN promotes an Active Life programme that includes patients recovering from cancer and fitness programmes designed for a people with a wide variety of needs.

Paula also has contact with Careers First who offer respite for careers creating more support groups hopefully in Shoebury.

It was hoped that a meeting of representatives from all Surgeries in Southend East PPG would meet soon.

**CCG & Hospital Update**

Chris has been invited to join the Southend Hospital Patient Experience Group. He was hoping to raise the issue of travelling to non-local hospitals and facilities especially for those without access to personal motor transport.

The CCG Patient and Community group has not met for a while but is to meet on 15 February.

**Date and time of next meeting:** The next meeting was agreedfor 1.00 PM Monday 21 March 2022.