**Central Surgery Patient Participation Group**

**25 July 2022**

Present: Vivien Mangan, Clyde Saunders Margaret Treadway, Julie Powlette, Julie Chambers, Pink St Clair, Dr Irlam, Chris Rattan, Chris Gasper

Apologies: Sylvia Emsden, Barbara Riebold

**Central Surgery**

The surgery has 2 nurses and 2 Associate Practitioners. At present there is a vacancy for another nurse but recruitment is difficult.

The Associate Practitioners at the surgery complete most duties completed by a nurse. They could be used on reception to triage calls as is a practice at other local surgeries but their expertise needs to be used to the best advantage of the surgery. Nurses could be allocated to reception duties but this would reduce the time available for nursing duties?

The Receptionists work well in referring patients to a pharmacy where appropriate but guidance on appropriate care can be found on the self-care section on the website.

The surgery has access to oxygen and all equipment needed for a surgery.

There are weeds outside the surgery but the gardener is coming back and will clear them.

**Flu and Covid vaccinations**

These will be available at the end of September, probably at Norton place.

 **Surgery Questionnaire**

The Surgery ran a questionnaire in June for patients and staff. 5 were completed by doctors and 5 by nurses. 40 patients responded on line and 50 in person.

57% of patients would like the option to book appointments in the afternoon as well as the morning. Pink will look to see if the proportion of appointments released at different times should be altered.

The message on Covid has been reviewed on the telephone line to reduce the content. In answer to a question, it was confirmed that telephone appointments are not timed as is the case for in person appointments.

**Surgery Website**

The website is being reviewed.

Pink and Chris will review the PPG application form

**PCN Report**

Minutes from a PCN PPG meeting on 20 July had been circulated.

The PCN is publicising their activities and purposes of the network and use of its website.

A gardening group at Norton House is available for patients to use to benefit from the activity of gardening and take advantage of resulting produce.

**CCG Update**

Slides from the last CCG patient meeting before the CCG was dissolved on 1 July, had been circulated. This gave details of current system pressures at the Hospital and the prospect of public engagement after the CCG ended.

The CCG Southend meetings of Practice Managers had also finished.

**MSE Integrated Care Board Conference**

Chris reported on a conference held over 2 days at the end of June.

The significant difference with the new ICS system is that there is no competition between parts of the NHS. Parts of the NHS will work in partnership and with Local Authorities and community groups to improve the health and wellbeing of residents.

Patients are demanding more but allocating extra resource does not improve the number of patients benefitting from the treatment. People in affluent areas are more likely to get a hip replacement than those in deprived areas.

35% of knee replacements in Southend don’t improve the outcome.

Preventive care is more effective than an expensive new machine.

If it costs money but doesn’t improve health, how much is society willing to pay?

**AOB**

It was asked if we had heard from Christine who retired as PM in March?

**Date of next meeting**

It was agreed to hold the next meeting at 1.00 PM on Monday 26 September.