**Meeting 1.00 PM Monday 22 July 2019**

**Apologies:**Chris Gasper (CG), Martin (MT), Anne Tweed (AT), Barbara (BR)

Present:

Practice Manager Christine Lloyd (CL), Julie Chambers (JC), Margaret Treadaway (MT), John Vousden (JV), Linden Currie (LC) - substitute chair, Vivien Mangan (VM), Sylvia Emsden (SE), Clyde Saunders (CS), Rattan Rattan (RR), Linda Harrison(L),Dr Elisa Gussetti.

**Speaker:** Joan Brown from Southend Carers. Southend Carers is an independent charity based in Alexandra Street and affiliated to National Carers UK with links also to the Carers Trust for young carers. Joan praised the surgery website and waiting room tv board which shows information for carers which is helpful as it is difficult for carers to perceive themselves as carers. People slip into the role (family, friends and neighbours) without realising it and not knowing that there is help locally.

It is important for the surgery to identify carers so a pop up message on elderly patients’ records could alert the surgery clinicians to ask them if they have a carer or if they are carers themselves. A stand in the waiting room would be helpful too.

There are several services to advise and support carers, including free counselling, support groups such as the Trustlinks, Respite Breaks, and Advocacy service, Southend has a hub with a group of charities working together.

3 out of 5 persons will be carers during their lifetime.

Joan “We need to encourage carers to recognise their role and register with Southend Carers, so they can access support whenever they need it.”

There are practical and emotional implications when patients are discharged from hospital without information.

Action Point. Invite Southend Carers to our next health event.

**Agenda Item 5.** The minutes of the last meeting were agreed.

**Agenda Item 6. Surgery Personnel update**: Surgery IT Lead Michael has left. Dr Salau is leaving in August. Richard and James will be leaving to go to university. 3 new receptionists are starting in September to replace one retirement, 1 leaving and 1 end of contract going back to Uni.

**Agenda Item 7. East Locality Project:** Visiting home service for housebound patients. 2 paramedics are covering the area visiting patients who have contacted the doctor’s surgeries for acute problems.

**Agenda Item 8. Primary Care Network:** A PCN has been formed with a group of surgeries as a 'locality' to provide extended hours at Queensway or North Shoebury. Dr Irlam is the clinical director.

**Agenda Item 9. Parking Restrictions;** the local council are years behind schedule on this so pressure needs to be applied. We just need a sign put up. Action point Steve and Sylvia to report back on progress at next PPG meeting.

**Agenda Item 10. Health Event;** Christine would like to involve the new 'locality' (see agenda item 8) so it is postponed. It needs to be on a Saturday. Steve said that this was just what the engagement people wanted. Action point. Steve to contact them to arrange what could be a more significant and bigger event.

**Agenda Items 11 and 12. Success Regime update and Service User Advisory Group:** CG had distributed a presentation he made to the Service User Advisory Group to the meeting describing his purpose for patient participation.

**Agenda Item 13. STP:** Steve is pushing for access to the agenda. The quality of reporting by ppgs’ is deteriorating and there is no time allowed for upward information from individuals and PPG's.

**Agenda Item 14. Patient and Community (previously PPG Forum) update:** postponed to next meeting.

**Agenda Item 15. Any other Business:**

**Aneurysm Screening** at Southend Hospital for all male patients aged 65. They will receive an invite letter their on 65th birthday. Under 65 male and female patients can be screened if there is a family history of aneurysm or a patient os particularly anxious. Other investigation can be done though to check on red flags.

**Removal of ear wax.** Surgeries are stopping offering this service as not being paid for it. Patients advised to see their pharmacists first.

**The move of cardiac specialism to Basildon:** Initial reports are of some excellent service.

**Hospital Transport:** Some concerns rose re some road closure which meant that some patients had difficulty getting to the hospital.

**The appointments system:** Christine reported that this is changing to facilitate making appointments for 2,3 and 4 days both by phone and the internet.

**Date of next meeting:** Monday 23 September 2019 1pm at the surgery.

With Guest speaker Leanne Kelly, EPUT Public Governor who can tell us the current issues with the provision of mental health in Southend and Mid and South Essex.