**Central Surgery**

**Patient Participation Group**

**Meeting 1.00 PM Monday 23 April 2018**

**Apologies:** Vivien Mangan (VM), Linden Currie (LC), Martin Mallin (MM), Martin Tweed (MT) and Ann Tweed (AT), John Vousden (JV), Stephen Smith (SS),

Present (8 in total)

Practice Manager Christine Lloyd (CL), Chair Chris Gasper (CG), Julie Chambers JC, Margaret Treadaway (MT), Sylvia Emsden (SE), Clyde Sanders (CS), Barbara Riebold (BR), Dr Aidan Irlam (AI).

1. **Questions to ask a Partner**, if available.
2. **Minutes of the meeting of 19 February 2018.** Satisfactory.
3. **Pharmacies dealing with prescriptions.**

Members have mentioned that local pharmacies have been requesting prescriptions without asking the patients if they need that medication in that month.

Some members have also decided not to use the pharmacies to request their prescriptions as they are experiencing too much problems. For example, having to come back several times as no-one on the pharmacy premises able to download the electronic prescriptions from the GP surgeries.

Also the members felt that pharmacies being commissioned to carry out medication reviews was a duplication of service and a waste of NHS money as the GP surgeries are also carrying out medication reviews. It was also noted that patients were redirected to the GP for no good reason. CL is having a meeting with Southend CCG Head of the Medicine Management Team to discuss issues and problems experienced with local pharmacies.

1. **Raising funds.**

No decision made yet. One idea would be to raise fund to purchase a waiting room height/weight/bp/pulse measuring machine. CL will talk to a practice manager in Southend who has installed such an equipment in the surgery and what are the advantages (patients having the choice of taking their own blood pressure without having to face the white coat syndrome) inconveniences (children jumping on and off it).

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

CS has found out that we various options about presenting the petition.

The matter can be raised with the local councillor for 15 signatures. The matter can be sent to the Scrutiny Committee for 15 to under 1500 signatures. The matter can be raised at the Council meeting if there are more than 1500 signatures.

1. **Personel Data.**

Nothing new.

1. **Newsletter.**

CL needs to send the draft to all members for comments but the members present were happy with the content of the newsletter. We need to include save a date about forthcoming open day in the newsletter.

1. **Open Day health event.**

Lots if ideas were discussed today about inviting local health promotion services such as Smoking cessation Services, ACE, Dementia Services, NHS HealthCheck services, Health Watch. It was suggested to run how to use a defibrillator on the Hall tv screen. It was also suggested to have St John Ambulances. Maybe also have Essex Care Screening Team to present about various available cancer screening. The surgery will need to have a stand to talk about the services it offers to its patients. It was also mentioned about inviting Southend Hospital to show referral pathways and what can patients expect from their local hospital. We also discussed about various presentations taking place at different times with 15 to 20 minutes slots. Topics need to be decided and ensure that healthcare professionals are available on a Weekend day!

1. **Success Regine.**
2. **Hospital transport between 3 local hospitals.**
3. **Southend Patients forum.**

Next meeting on 2 July 2018

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