**Central Surgery**

**Patient Participation Group**

**Meeting 1.00 PM Monday 19 February 2018**

**Apologies:** Margaret Treadaway (MT), Linden Currie (LC), Martin Mallin (MM), Martin Tweed (MT) and Ann Tweed (AT), Stephen Smith (SS),

Present (12 in total)

Practice Manager Christine Lloyd (CL), Chris Gasper (CG), Julie Chambers, Vivien Mangan (VM), John Vousden (JV), Sylvia Emsden (SE), Clyde Sanders (CS), Barbara Riebold (BR), Dr Aidan Irlam (AI).

Guest Speakers:

Bisola Yoozooph; Dementia Navigator East Locality, Dementia Community Support Team.

Sue White; Facilitator, Essex, East of England, Facilitator Programme, Cancer Research UK

1. **Questions to ask a Partner**, if available.
2. **Minutes of the meeting of 22 November 2017.** Satisfactory.
3. **Presentation from Bisola Yoozooph** Dementia Navigator East Locality, Dementia Community Support Team. Bisola explained that there are around 100 types of dementia conditions. Bisola explained that the surgeries are divided into four localities and Bisola looks after our area which is placed in Locality Southend East which includes Southchurch, ThorpeBay and Shoeburyness.

The Dementia Community Team looks after patients from diagnosis to End Of Life. Bisola’s role is to sign post patients, families and carers to the appropriate service and refer them to the Dementia Intensive Support Team (DIST) when a crisis arises. This service has taken over the Alzheimer Society Service.

The Dementia Community Support Team talks to local businesses to educate them to understand how Dementia patients behave when they access shops and local services.

They are training businesses and local services included doctors’ surgeries to become a Dementia Friendly Environment. It makes a huge different to understand the patients perspective and vision of their environment. Businesses such as Waitrose and Southend Airport have now taken steps to modify their layout for example with orientation, signage and lighting.

The Dementia Community Service visits patients and their families and carers. Southend Council has a service specifically for carers and The Community Dementia Service Team works closely with the Council to support them.

The Dementia Team also train staff in local surgeries to become a Dementia Friendly surgery.

CS suggested that Bisola visits all the care homes to ensure that the staff are dementia friendly.

The Dementia Team runs regular activity support groups where patients and carers share their experiences but are also offered activities.

The Team tries to keep patients at home to a familiar environment with access to respite for family and carers.

JC mentioned that 4 day care centres have closed one by one.

The surgery will advertise the team on the waiting room screen and the surgery website.

1. **Presentation by Sue White;** Facilitator, Essex, East of England, Facilitator Programme, Cancer Research UK.

Sue explained her role as the facilitator working across Essex. Parto of her role is to go round the surgeries presenting about early diagnosis of cancer and the screening programme re Breast, Cervical and Bowel Cancer.

Sue explained that there are around 200 types of cancers and that the screening was very important to catch a diagnosis early.

This practice has agreed to participate in the Bowel Cancer screening. All the surgery patients who turn 60 receive a kit to take a sample and send off. They will receive 3 invites and are then recalled every 2 years.

9 out of 10 people survive bowel cancer if caught early.

Cervical cancer is also a screening programme. Patients aged 25 to 49 are invited for a cervical smear test at the surgery every 3 years and patients aged 50 to 65 are invited every 5 years.

Breast cancer is a screening programme organised locally by the Breast Unit at Southend Hospital.

Women over 50 are invited for breast screening every 3 years to help spot breast cancers sooner.

Patients who experience symptoms should visit their doctor even if there various screening are not due.

1. **Raising funds**. Members have discussed about raising fund to purchase items for the benefit of the patients. One item came to mind: a machine which takes height, weight and blood pressure for the surgery waiting room.
2. **Flu season 2018 2019**. NHS England has requested that surgeries administer different vaccines to different age group as one particular vaccines needs to be administered to patients over 65 for more protection.
3. **Surgery Open Day**. Need to fix a date and which community services to invite for awareness. To discuss further. JC will organise the venue and date.
4. **Success Regine**. CG talked about the feedback report and the consultation involving transport between the local hospitals.
5. **Online Service promotion**. The staff at the surgery are doing their utmost to promote the online service. Patients are now able to book appointments for the next (daily appointments) from 6.30pm when the surgery shuts. This is to relieve the pressure on the phones first thing in the morning.
6. **Parking petition**. We need to raise at least 1000 names on the petition to present to Southend Borought Council. We have few hundreds at the moment. The members think it would be better to apply to restrict parking outside the surgery to 2 hours.

Next meeting on 23 April 2018

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