Hon Secretary – Mrs Christine Lloyd 01702 468443

**Minutes of Meeting of the PPG held at Central Surgery**

**Monday 18th January 2016**

**Members present Chair** Chris Gasper, Linden Currie, Ann / MartinTweed, John Vousden, Stephen Smith, Vivian Mangan, Margaret Treadaway. Practice Manager Christine Lloyd.

**Apologies from** Julie Chambers, Brenda and Clyde Saunders.

**Minutes** to go on to website and sent to Virtual Group

**Chair** Chris Gasper

**Vice Chair** Linden Currie

**Minutes** Margaret Treadaway

**Promote** P.P.G. on the coming T.V Screen

## IT department attended to check cabling and computer connection

**Option** USB Stick or lead from P.C, 32inch screen

**Screen size** need to look at length of message

# Presentation “What’s the Surgery About”

To be circulated – Power Point presentation about the surgery prepared for the CQC visit which can be posted to the website for information.

**Assistant Practitioners Jackie and Jo –** Opportunity for Health Care Assistant to **c**omplete a 2-year foundation degree on Health & Social Care which gives them the opportunity to carry out more duties such as disease management.

# Health Event Check Sports Events on in May so as not to clash with the Health Event Evening preferred is Thursday.

# Flu Ask if stock left over go back to manufacturer – Yes stock left over gets destroyed.

### Surgery Update

## Dr Odina Returned from maternity leave.

Dr Akram who was covering for maternity leave has now left.

Nurse **Sadie** to return 2nd week in February from maternity leave.

**Text messages** aresent via NHS Mail. Some patients do not received text confirmation. Christine will look into it. All appointments reminder texts are paid for by the local CCG.

**Question:**Why locally are we £10 million under funded, are other areas affected? Examples of times ambulances taking a long time to respond ask CCG for stats on Ambulance Service. Only 13 Ambulances in Southend which does not appear to be enough.

# C.Q.C Inspection 13 January 2016 8.30am –5.30pm – 2 Inspectors (1 G.P and 1 C.Q.C officer.)

Presentation from surgery, then questions, 5 domains

1. **Safe 2. Effective 3. Caring 4. Responsive 5. Well-led**

Inspectors spoke to patients attending the surgery and to several staff. Inspectors also spoke to members of the PPG.

The surgery held a Clinical meeting during the CQC visit to show the inspectors the way the surgery works.

The CQC inspector requested that the surgery purchased a new Oxygen cylinder.

The CQC suggested that the surgery purchased a Defribilater although this is no mandatory.

Christine will speak to the British Heart Foundation if there is any funding as defibrilators are very expensive.

**Queries from the group:**

**L**. With the choice to register new patients can we at this surgery take on more patients. Yes we can take on more patients at Central Surgery at the moment.

Queensway Surgery closed their list for a while but is now open.

**J.** NHS Choice gives Central Surgery a Red for its response. Last NHS survey was negative. Awaiting for results for this year’s survey outcome.

# M. Is phone triage a good way of sorting out appointments. Not appropriate for our surgery.

# M. The new referral system to the physio department – patients have to contact the helpline themselves now once the doctor has approved it . M contacted Physio Direct, was hard to get through on the phone and was told to do some exercises at home and return in 6 weeks after and he did not get an appointment to receive physio.

# L. Has used revised prescription system and found it much improved and a friendlier site. One part was not clear “Accounts on behalf of a third party” which is the proxy access for example parents to access their children online access or carers for patients with no capacity or difficulty to access the online service.

Put response to patients’ messages on NHS Choice website– All messages sent to all members of staff so we can learn from patients’ feedback but Christine will also post responses to patients.

**J.** How many are using prescriptions, electronic system.

Boots Chemist frequently deny they have received patients prescription, only to find out when returning to Doctors Surgery a member of Boots staff have collected prescriptions and signed for them. This should work better with electronic system.

# M. Patients written to by NHS England for National Survey

**Next meeting will be held on Monday 7th March 2016 1.00pm**