**Central Surgery PPG**

**Virtual Meeting 23 March 2021 by MS Team**

Present: Christine Lloyd, Margaret Treadway, John Vousden, Rattan Rattan, Clyde Sanders, Barbara Riebold, Vivian Mangan, Chris Gasper, Paula Dunley Social Prescriber, Simone Tongley, Mental Services Manager, Sharon Jones, PCN Nurse, Dr Irlam.

Apologies: Julie Chambers

**Mental Services Team**

Simone Tongley described how the Mental Services Team had been formed 12 months ago and includes a Mental Health Nurse for each PCN. Sharon Jones is the Nurse for Eastern Southend. Working with PCN staff, they look at the needs of patients and match these with local services.

The Community Unit works with the patient to refer to the most appropriate service. The have access to patient records, the surgery records, System 1 and hospital records to make an authoritative assessment. They can liaise directly with the surgery doctor and the hospital psychiatrist to ensure a smooth transfer between the agencies. Informal contacts but converting to firm arrangements.

The Unit deals with patients aged 13 up and has a special dementia service. They will always find something to help.

Within the Mental Health Registry, the Unit is able to help patients with mild to moderate problems. The Hospital deals with severe cases. Cases of bi-polar are referred directly to secondary services.

The team will be in touch with a referred patient within a few days and an assessment completed in a couple of weeks, depending on triage. There is a Buddy system in place with other PCN Nurses, when Sharon is not available.

Patients referred for anxiety are not just given a card to refer themselves. Time is taken to talk to the patient and assess the problem.

Feedback has shown that the patient is listened to and procedures were explained.

A police officer works in the Shift Team and is able to supply information. The nurse can’t do home visits but information is useful in assessing risks.

Some patients are referred to Trust Links, a local mental health and wellbeing charity that works extensively with anxiety management. Patients can be transferred to Trust Link but can be referred back to the team if appropriate

Sharon joined the team last November. She has connections with Mind and worked for them some years ago. She finds video calls can be very helpful in giving a personal service. “Have you tried gardening?” for example, “What have you tried that works?” The aim is to help the patient think more positively. “I’ll phone you back and see if it works.”

PCN Social Prescriber, Paula Dunley, works with the Mental Health team. She puts lots of emphasis on loneliness. There is a wide range of facilities available for referral to find what will work best for the patient. Some who are lonely will not pop into a neighbour or, if in residential accommodation, into community rooms. Paula works closely with Sharon to find the best solution.

Paula works with drugs, alcohol and young people referral teams. She also has contact with a Parkinson’s support team and Macmillian’s.

**Surgery Update**

A new receptionist started on 1 March and another joined from the Covid Clinic.

The use of Email was suggested for a patient to advise symptoms? It is better to use the telephone consultation service.

It was asked if advice of an appointment could be given to partners or family? It was confirmed that no information can be given unless signed prior authority had been given.

**Vaccination Service**

The vaccination service was praised for its efficiency. Dr Irlam said the team was working very well. A greater flow of vaccines was expected soon. The surgery admin team would make appointments.

Judging the eligibility of carers for vaccination is difficult but all those registered at the surgery have been vaccinated.

**CCG Patient & Community meeting 16 February**

Draft minutes of the meeting had been circulated. Not all PPGs had met and it had been agreed that the work of PPGs and how they should work with PCNs would be considered.

**Next meeting**

The next meeting was proposed to be 1.00 PM on Monday 24 May by MS Team.