**Central Surgery**

**Patient Participation Group**

**Meeting 1.00 PM Monday 25 November 2019**

Attendees: Chris, Margaret, Clyde, Vivien, Barbara, Ratan, Linda, Christine, Dr Irlam.

Apologies: Julie, Linden.

**MINUTES**

1. Welcome
2. Taking minutes of meetings? Linda, Chris and Christine took the minutes today.
3. Genesis Ali is a dietician from ‘Everyone Health’ Weight & Exercise Management Service. Genesis talked about the services available on the Programme. Genesis explained that the success of the service would be to change people’s lifestyle. There are different branches to the service, exercise classes, referrals to the local Gym, diet advice, Project 49 (help for carers), service provision for dementia patients and their carers, cardiac trainers. Patients can self-refer or be referred by their surgeries.
4. Matters to raise with a Partner if available.
   1. The question of pharmacies charging to deliver prescriptions was raised. – Some do charge. Members were asked to advise the surgery of those that don’t.
   2. Home visits – There are 2 paramedics available in Eastern PCN area.
5. Minutes of the meeting of 23 Sept 2019 were approved as a true record.
6. Surgery Personnel Update: New members of the reception team are settling in.
7. Parking Restrictions: Still waiting for sign to go up, have been chasing Councillor Alex Bright at SBC.
8. PCN development. Funding available to surgeries to offer extended hours, the surgery is now running 2 evening clinics per week. Other funding will be available in the near future to cover extra healthcare professionals services such as physiotherapists, pharmacists etc. East PCN surgeries are in discussion to find what would be best for the surgeries in the area.
9. IT Awareness Exercise: Southend CCG supported the surgery to provide IT Awareness in November, patients were invited to join a couple of training sessions to learn how to access the new NHS App and learn how to use the internet and the NHS online service.
10. Success Regime update:
    1. A 5 year plan for the STP Area has been submitted to the NHS and will be made public after the General Election.
    2. Discussions are taking place on the development of the STP into an Independent Care System (ICS) in 2020.
    3. The Deputy Chief Executive of the Hospital Group is due to give an update on Hospital Transport at a SUAG meeting on 26 November.
    4. The agenda for the SUAG meeting includes a presentation on staffing for Cancer Treatment in the area, attached.
11. CCG Patient & Community meeting 17 October. Minutes awaited, County Lines presentation attached.
12. Health Event: Christine is talking to the CCG and other surgeries in the PCN to organise a summer health fair.
13. Any other Business. Buses leaving their engines running in Lifstan Way and on the new sea front car park whilst they wait. Need to alert SBC.
14. Date & Time of next meeting maybe 20 January 2020?
15. Welcome
16. Guest speaker 1. Leanne Kelly Governor EPUT. Guest speaker 2. Amanda and Jo from CCG to discuss digital training for patients.
17. Apologies Barbara and Anne
18. Leanne Kelly, EPUT Public Governor talked about the current issues with the provision of mental health in Southend and Mid and South Essex. There are several services such as IAPT, Southend MIND, Samaritans, Holistic Service TrustLinks. Referrals to secondary care psychiatric Service for over 18 years has a 3 months waiting list.
19. Presentation from CCG regarding the Drop in sessions organised for November and January to teach interested patients how to use computers, internet, the NHS online service. The surgery will promote the ‘Get Online Promotion Week’ week commencing 14 October. CCG and PPG to help promote in the waiting room and draft patients in for the training and website LearnMyWay.
20. Matters to raise with a Partner if available. Some medication are not available from pharmacies. National shortage of medication, surgeries are asking help from pharmacies. what are the best alternative to prescribe.
21. Some pharmacies charging patients for delivery of their regular medication, in some cases £5. Christine has spoken to CCG but it is out of their hand. Surgery to suggest to patients to shop around to find free delivery.
22. Minutes of the meeting of 22 July 2019.
23. Surgery Personnel Update
24. Parking Restrictions – Not done yet, Clyde will look into it further.
25. PCN area Health Event – Try to involve all the locality, involve young people.
26. Ear syringing – The surgery is no longer providing ear syringing because NHS England contract does not cover the provision of the service. The PPG feels there is a knock on effect to people who really need it but have to wait months to be seen at the local hospital.
27. Success Regime update
28. CCG Patient & Community meeting 15 August. Minutes attached
29. Any other Business. Problems with delay in trying to book an appointment at the local hospital when referred. Why are they not sending an appointment in the post. The system of Electronic Booking is giving the choice to patients to either book online or by phone but probably quite busy on the phone at certain times of the day.
30. Eye Clinic – Patients not advised on what the procedure will be, made sign a consent form after drops in eye so couldn’t see the form.
31. Health Watch – Problem with pollution with visiting coaches which let run their engines. Members of the PPG raised the issues at SBC.
32. Date & Time of next meeting. Monday 25 November 2019.