**Central Surgery PPG 28 Nov 2022**

**Attending:** Margaret Treadaway, Clyde Saunders, Julie Powlettem, Julie Chambers, Chris Ratan, Chris Gasper, Pink St Clair, Dr A Irlem

Nancy Smith & Rosie Castle from the EPUT (East of England Mental Health Provider)

**Ageing Well - Carers Intensive Support (CIS) Service**

* Nancy Smith – Carers Intensive Support Lead & Integrated Practice Support Officer (South East Essex)
* Rosie Castle – Carers Intensive Support Worker (Southend)
* Diane Webster Carers Intensive Support Worker – (Castle Point & Rochford)

Nancy Smith & Rosie Castle from the EPUT, Essex University Partnership Trust (East of England Mental Health Provider) Carers Intensive Support Service came to the Central Surgery PPG in November. They spoke about the support they give to Carers looking after those with Dementia, Older People’s Mental Health and Frailty in South East Essex. The Carers Intensive Support Service is part of the wider Dementia, Older People’s Mental Health and Frailty Community Health Team.

Caring for someone with dementia, frailty and mental health can be a very difficult and a sometimes challenging and isolating time. The CIS team will managing rising risk and crisis support for ageing carers, to identify rising carer burden and to take action before carer breakdown occurs.

CIS will:

* Walk alongside carers (hand hold) and where needed ‘step in’ to be the tangible link between all the services to pull together the optimal individualised support for that carer in a timely way
* Supporting older carers with often multiple physical and mental health conditions to remain well to continue caring
* Enable the carer to think about their wellbeing by accessing community support to manage caring responsibilities

From April to November they have received over 200 referrals for Carers in crisis situations.

Nancy manages the Carers Service and as part of the wider team provides wrap-around support in each PCN area across South East Essex which is person centred and designed around what people want and need.

Carers are supported emotionally and also receive a health check. Many carers are getting older and in need of support and care, as many are frailer than the person they are caring for. Some are on the verge of not being able to carry on. It is easy to miss the care needed by carers but if you don’t support the carers then there is less support for the patients.

Attendance allowance, PIP and Council Tax reduction / exemption are available but are people getting the money they are entitled to? If they don’t know about the benefits, they can’t apply!

Across England, 47% of community services have not opened after Covid, meaning Carers physical, emotional and mental health are under more strain than ever.

Nancy would like to increase the team and create opportunities to prevent carers health deteriorating and also provide carer groups in Community settings such as The Haven in Hamlet Court Road. They would also like to run an education course for carers who are looking after the most vulnerable.

In Southend while our working age population decreases our over 90’s population will increase by 106% by 2040!

At this time referrals to the service can only be via a professional and self-referrals cannot be accept. But if you would like to know more about the service or have any questions about Dementia, Older People’s Mental Health or Frailty, please contact the team at epunft.carers.harlandcentre@nhs.net

**Matters arising from the Minutes of PPG on 26 September 2022**

**Hearing tests**

Patients having difficulty with hearing are advised to first ask for an assessment from a commercial optician. Members reported being charged £35 for a hearing test by Specsavers but Boots undertake a free test and advise patients to take their assessment to the GP suggesting that if NHS service isn’t suitable to come back.

**PPG entry on website.**

Chris is still to give ideas to revise the PPG application form.

**Surgery Update**

The Surgery has a vacancy for a practice nurse but has support from nurses working part time at other surgeries.

**Flu Jabs**

Patients aged over 65 have an extra ingredient in the flu jab but they can have the under 65 jab if they wish.

**Hospital Scans**

Scans are not always downloaded to the surgery system. If a consultant ordered a scan then he or she, should give the result to the patient.

**Waiting Room TV screen**

Looking at the TV screen was useful to update surgery and NHS information.

**PCN**

Asthma checks and smear tests can be done at the PCN at Norton House Shoebury on Sat to relieve pressure on surgery.

The PCN has two Physios. They can treat temporary injuries and patients can be referred from the Surgery receptionist.

System 1, the programme that holds patient medical history, is available to all NHS including PCN Doctors responding to out of hours appointments. This enables all staff treating a patient to be aware of their previous conditions and treatment.

**ICB Update**

Chris reported that the ICB had run a series of 7 workshops on developing Patient Involvement in planning services. They were badly advertised and only 117 residents from Mid and South East Essex had attended them.

The South East Essex Place had been in contact with Chris, to meet to discuss local patient involvement. The CCG meetings for patient representatives and community representatives ceased in June as the CCG responsibilities were taken into the ICB.

**Thanks to the surgery** **staff**

The PPG members expressed thanks to all surgery staff for how they have coped in 2022. We do appreciate the pressure they are under.

**Next Meeting**

The next meeting was agreed for 30 Jan 2023. A dementia nurse and Paula Dunley, PCN Social Prescriber would be invited.