**Meeting 1.00 PM Tuesday 21 May 2019**

**Apologies:** Martin (MM), Martin (MT), Barbara (BR)

Present:

Practice Manager Christine Lloyd (CL), Chair Chris Gasper (CG), Julie Chambers (JC), Margaret Treadaway (MT), Anne Tweed (AT), John Vousden (JV), Linden Currie (LC), Vivien Mangan (VM), Sylvia Emsden (SE), Clyde Saunders (CS), Rattan Rattan (RR), Linda (L) Dr Irlam (AI).

**New Member**: Welcome to new member Linda.

**Surgery Personnel update**: 1 new registrar starting 4 August 2019, 1 registrar finishing her placement 4 August. 1 Registrar continuing her placement.

**Items discussed:**

**Appointment length:**

There is discussion nationally to establish if doctors should have longer than 10 minutes per appointment. The effect of this would increase the time of the clinic and would be difficult for doctors to carry out all the duties they have to do during the day, deal with all prescription queries, patients queries, post, phone calls, referrals, paperwork etc.. It doesn’t seem feasible.

**Hospital Transport:**

The hospital website shows the route of various buses to get between hospitals. Discussion is taking place about commissioning a bus shuttle between hospitals.

There are still many problems with regards to transport to deal with before the hospitals merges.

**Road sign outside the surgery:**

Clyde has discussed with one of the local councillor and the request has been approved and is with the contractor to put the signs up.

**East Locality Project:**

The group of practices which form the East Locality ( Dr Dhillons, Dr Kumar’s, Dr Moss’s, Dr Palacin &Gyler, Shaftesbury Surgery, Thorpe Bay Surgery, Dr Marasco’s, Central Surgery) have employed 2 Health Care Professionals to deal with all the above surgeries daily home visit requests. The service will start early July. Each surgery will be allocated some slots according to the size of their surgery population.

**PCN:**

The new government initiative for groups of surgeries to form a Primary Care Network (PCN) and provide extended hours clinics and other services to serve the local population. The East Locality Group of Practices has created one PCN and an extended hours service will commence in July 2019.

**Health Event:**

It is set to take place on 5 September 2019 at the Bellevue Methodist Church

off Southchurch Road. Christine wants to speak to Other surgeries and organise

‘Prevent Diabetes Event’

**Sign Posting patients:**

The online service is restricting patients entering a message about their symptoms. Needs to be sorted out as we are going to start sign posting patients.

**Ear wax removal:** The surgery no longer offers ear syringing. Patients are requested to see their pharmacy to purchase a wax removal product and only see our nurses if they still can’t hear, patients can be referred to hospital but there is a long waiting list.

**Counselling service:** No feed back from Therapy For You.

**SUAG**

A presentation at the last meeting described the system for cancer treatment. The presentation had been circulated. It showed that treatment in the UK is less effective than in Europe. There are vacancies in the number of cancer consultants locally.

A Mapping Exercise on Patient Engagement in Mid and South Essex had recommended linking patient representatives in the area.

**PPG Forum:**

The CCG has agreed the future of the Patient Forum will be in a Patient and Community group that will meet every 2 months in Southend.

**Any other Business:**

**Date of next meeting:** Monday 22 July 2019 1pm at the surgery.

**Guest Speaker:** Genesis Ali, Dietician from ‘Everyone Health’.