**Hon Secretary – Mrs Christine Lloyd 01702 468443**

**Minutes of meeting of The Southend PPG held at Central Surgery**

 **Monday 9 November 2015**

**Members Present**: C G, J C; L C; S S; J V; Christine Lloyd, C S, B S, V M.

**Apologies**: A T, M T, M T

**1 ) Actions from the last meeting:**

TV information screen in the waiting room - Dr Irlam is in favour of looking into the feasibility.

**Action: Christine to approach the partners.**

**2) Survey Questionnaire**

PPG members had interviewed 83 patients after their consultation and the results had been analysed.

A discussion on the results covered the following points:

Most patients were aware they could book appointments on the Surgery Website. This can be done 3 weeks in advance.

Some mentioned difficulty getting through to book an urgent appointment. One had sat outside the surgery at 8.00 AM to make an appointment.

Urgent Appointments are shared between the doctors available that day.

Some patients would like more prompt appointments but may not always have an urgent need.

Time to wait after the time of the appointment. - Most patients needing to wait understood the need for an occasional longer consultation.

The majority of patients would recommend the services at Central Surgery to others.

Most patients were aware that there are evening appointments but some had not been offered one. Evening clinics are offered to patients who advise the receptionists that they find difficult to attend during the day.

87% of patients were satisfied or very satisfied with the service received from the receptionists. The PPG were very impressed with this result.

The lack of a lady doctor in the Surgery was mentioned Dr Odina will return in January – there was no locum lady locum available during her absence.

Appointments for a nurse on-line is not feasible as preparation is necessary for the specific service required and the receptionists need to ask the nature of the appointment.

The results and specific comments will be discussed at a staff meeting.

**3 ) Health Event**

Following the successful health event on Prostrate Cancer earlier this year a further health event is being arranged for next summer.

Dr Guyler from the Stroke Unit has agreed to make a presentation. At Bell View Church. A date needs to be arranged when Dr Guyler is available and the church can offer accommodation with a sound system.

Suggestions for future Health Events have included: Dementia, Mental Health and a Physio talk about for the sedentary life styles and the posture problems of working with PCs.

**Action Julie / Christine**

**4) Did Not Attend (DNAs)**

Central Surgery had 129 missed appointments in September 2015 where the patients did not turn up for an appointment and had not advised that they no longer needed the appointment. Consultation slots can be filled at very short notice.

In contacting DNA patients, surgeries should be positive, explaining what could have been provided with the time lost. Letters are sent to offenders by Central Surgery and repeat offenders can be removed from the Practice list. The feasibility of preventing repeat offenders from using the online service was suggested.

Text reminders are sent but it is impractical for the surgery to phone patients to remind of appointments.

**5 ) Flue jabs**

Pharmacies can give flue jabs free to those eligible for them. The percentage of eligible patients who receive jabs in Southend is lower than the National Average. Some patients who used the Surgery last year have used pharmacies, confusing the Surgery ordering system as they didn’t know how many to order. A patient had been told by a pharmacy that they were “helping the surgery out.”

Reminders to those entitled to free jabs, are put on prescriptions, even electronic ones so the receptionists invite the patients when they collect their prescriptions. Electronic prescription also has messages so the pharmacies can remind patients about the flu vaccine. Every opportunity is taken to invite patients. There are pop up messages on the consultation screen for all over 65 or at risk so the doctor can invite the patients at the beginning of the consultation.

A Southend surgery has complained about the new system to NHS England. Chris was asked to raise the issue at the CCG Patients Forum where the views of other surgeries could be determined.

**Action: Chris**

**6) Urgent Care Centre**

A chart from the CCG, illustrating procedures for the Hospital Urgent Care Centre was discussed. The Centre will be created by March 2016 when the Walk-In Centre at St Luke’s closes. The St Luke’s surgery will be rehoused. The meeting considered the chart incomprehensible.

Patients attending A&E are now seen by a triage nurse. The charge to see a patient at A&E is £70 even if the patient walks out before being dealt with. Under the Urgent Care System though the triage will be more rigorous with patients needing less urgent care referred to their GP, a pharmacy or advised on ‘self-help’.

An alternative description of the process of treatment through the Urgent Care Centre was approved to advise the Virtual Group with the addition of procedures to be applied by the Surgery added.

**Action Christine**

**Dementia**

# If dementia is diagnosed by the hospital, the Alzheimer’s Society tries to talk to the patient and relatives about the various services and help available locally. Patients and relative don’t always want to talk to anyone when they first receive the diagnosis.

# The Society is trying to hold clinics in surgeries for patients and carers to answer any queries and help to direct to local services. Central Surgery is short of space but will look into it. The Society has in the past held a stand in the waiting room to talk to patients and carers and this was well received.

It was suggested that the common room at the new residential homes complex next door to the Surgery, could be used to give health talks.

**Next meeting: Mon 18 January 2016 1.00 PM**