**Central Surgery Patient Participation Group**

Virtual Meeting Monday 7 September 2020

Attendees:

Christine Lloyd, Chris Gasper, Clyde Sanders, Julie Chambers, Vivian Mangan, John Vousden, Paula Dunley, Dr Irlam

**Dr Irlam**, as Clinical Director of the Southend East Primary Care Network, PCN, has been working with surgeries (Central Surgery, Thorpe Bay Surgery, Shaftsbury Surgery, Shoebury Health Centre and North Shoebury Surgery). The PCN can employ a pharmacist for the area. Interviews are being held for an associate to look at the staff needed for specific conditions, maybe teenage pregnancy or obesity.

Physios need space to work and that is in short supply within existing premises. Funds aren’t available to rent space to provide the service.

Ellen Hinkley, the Southend PCN coordinator, looks at the individual needs of each area. She works with other Southend PCNs managers and may be able to share resources across the Town.

The PCN has been given a grant to identify patients with high risk of asthma and diabetes. The contract has been awarded to a private company.

Claire Routh from the CCG is looking at a generic website for PCNs.

**Paula Dunley**, PCN Social Prescriber, has been contacting the befriending service, helping with those wanting to use the internet or with shopping. She has been receiving referrals from most surgeries. She has been liaising with the wider community facilities and referring patients for assistance before they need an NHS appointment. She will be able to refer people to Social Community clubs when they open. The Parish Nurse for Shoebury has referred people to Social Prescribers.

Paula has attended training with a webinar every 2 weeks with interesting subjects.

**Staffing**

Dr Ahmad has trained at the surgery and is returning for 3 months under supervision. Qualified European Doctors also serve a few months supervision when working in the UK. Currently the Surgery has 2 doctors and 2 registrars.

Receptionist Joan is retiring at the end of September. The meeting asked for thanks to be passed to her for all she had done for the patients and wished her a happy retirement.

**Patient Experiences**

Patients had experienced difficulties when ringing the surgery. Christine explained that the telephones lines are extremely busy during Covid as all appointments start with a telephone consultation. Christine is looking into a new system with more lines available.

The surgery is asking patients to do their own home Blood Pressure reading before a medication review if possible but members have said that some machines can be temperamental.

The Surgery defibrillator is checked annually and new pads bought with money from the PPG Fund that now has a balance of £380.

Contacting Councillors about facilities in Southend sometimes doesn’t receive a reply. Toilets in the Royals and on the sea front are not up to standard. Cycle paths are planned for Southchurch Boulevard that should reduce cyclists using pedestrian paths.

**Diabetic App**

All surgeries are promoting this app that is used to regularly update the Surgery on the condition of a patient automatically.

**Flu vaccination**

Flu vaccination will be available for over 65 year olds and under 65 at risk starting on 19 Sept. Further sessions are being planned for those eligible. Vaccination for well patients 50 to 64 years old will be available later but surgeries are waiting for government guidelines.

If patients have a reaction to the flu vaccination, they can complete the MHRA yellow card.

<https://yellowcard.mhra.gov.uk/>

**Covid 19**

A member of the PPG has been chosen to participate to the testing programme.

**Next Meeting**

It was agreed that the next virtual meeting, using Team should be at 1.00 PM on Monday 2 November.