**Central Surgery Patient Participation Group**

**Minutes of Meeting 23 May 2022**

**Present:** Pink St Clair, Practice Manager, Dr Irlam, Julie Powlettem, Sylvia Emsden, Chris Rattan, Clyde Sanders, Julie Chambers, John Vousden, Vivian Mangan, , Barbara Riebold, Chris Gasper,

**Apologies**: Margaret Treadway

**Matters to raise with a Doctor:**

A member asked if the surgery are notified of a patient’s attendance at A&E? Yes.

**Surgery Update**

A receptionist has been replaced on the desk and is now working on administration.

The Surgery has advertised for a nurse but the position is difficult to recruit to.

**PCN Update**

Dr Irlam is now sharing the responsibilities of PCN Clinical Director with Tabitha Love from North Shoebury practice.

The PCN is trying to recruit a physiotherapist but these specialists have to be allocated from the Hospital. Although other Southend PCNs have been recruited, Southend East has not been successful.

The free magazine Oracle that is distributed round some parts of the PCN, have offered to print an article to publicise PCN Services.

Blood tests can be taken at the PCN premises in Norton House, Shoebury, but the contact for booking is not on given on the test request form. It is difficult to arrange for the contact details to be printed on the form.

**Surgery Questionnaire**

The surgery has written questionnaires for patients and staff. Patients attending surgery for a week will be asked to complete it. Group members were asked to volunteer to issue them in the waiting room.

**PPG**

The CCG has issued Health Service guidance on how a surgery PPG should operate. We discussed the Virtual PPG that had been promoted in the past inviting comments on certain issues. It was thought that such an exercise would be likely to attract complaints that it would be difficult to follow up so the idea was abandoned. It was suggested that the CCG may wish to run a virtual questionnaire exercise?

The MSE has run a “Virtual Views” engagement programme since 2018. Anyone can join through the MSE Website.

The PPG has a bank account to enable fundraising for projects. It was used to raise money for a defibrillator. It was agreed to change Christine as a signatory for the account to Pink.

**CCG & MSE Update**

Chris advised that the Care Bill has abolished CCGs from 1 July 2022, whose responsibilities for commissioning local projects will be with the MSE Integrated Care Board.

The last meeting of the CCG Patient and Communities Group will be on 14 June.

It was expected that a new Communities and Engagement plan will be developed.

**Next Meeting**

It was agreed the next meeting should be at 1.00 PM on Monday 26 July.