**Central Surgery**

**Patient Participation Group**

**Meeting 1.00 PM Monday 10 September 2018**

**Apologies:** John Vousden, Linden Currie (LC), Martin Mallin (MM), Martin & Ann Tweed (MT) and Barbara Riebold (BR),

Present (11 in total)

Practice Manager Christine Lloyd (CL), Chair Chris Gasper (CG), Julie Chambers JC, Margaret Treadaway (MT), Vivien Mangan (VM), Sylvia Emsden (SE), Clyde Sanders (CS), Stephen Smith (SS).

1. **Questions to ask a Partner**: No partner available today.

1. **Minutes of the meeting of 2 July 2018.** Satisfactory.
2. **Pharmacies dealing with prescriptions.**

The surgery has implemented its new policy stopping pharmacies requesting prescriptions on behalf of patients. This will reduce the number of duplicated requests and lower the wastage of medication requested by certain pharmacies regardless of whether the patients need those medications in that month.

The surgery is promoted the online access to enable patients to request their prescriptions directly from the surgery. A protocol has been put in place for patients who have no access to internet and find it very difficult to attend the surgery to drop their requests, it is also looking at vulnerable patients who may forget to request themselves. The pharmacies have been very co-operative in giving list of patients who they used to manage the requests and patients they deliver to.

1. **Flus**

NHS has introduced a new vaccine for patients over 65 this year which include an adjuvant to boost immunity. Unfortunately the decision was made late in the spring so the manufacturer only had few months to manufactured the vaccine which made deliveries very difficult. Therefore the NHS decided to spread out and allocate stock over a period of 3 months Sept to Nov. We received the first delivery in September and a second in October. The last delivery won’t be until the end of October.

The stock for the vaccines for the under 65 at risk group is available at the surgery now.

1. **Parking restriction at the front of the surgery.**

It would seem that we are having problems communicating with SBC with regards to the parking restriction request. We understand that Thorpe Bay Broadway has 2 parking spaces for disabled people.

1. **Newsletter.**

The newsletter was a success, will work on the autumn/winter newsletter soon.

1. **Personnel Staff.** Summer student have been helping throughout the summer to cover holiday period at reception.
2. **Open Day health event.**

9am set up. Different tasks have been distributed amongst the PPG members, some members will be on serving tea and coffee duty, we will donate tea, coffee, surgar, milk and cakes. The public will be charged £.50 per item.

Some members of the PPG will be at the front PPG table. Some members will be at the raffle table, £.50 per ticket, need to have a cash float. The Punch & Judy show will take place in the back room of the church hall. We will advertise the event on posters outside the church hall. One member will be sorting out the traffic outside the hall.

The dementia team, Smoking cessation services, ACE exercise and weight management services, Ageuk Essex, Therapy For You, the NHS Health Check Bus, Southend CCG STP team, Southend CCG Medicine Management Dietician Team will all be present at the event.

1. New Hub in the community offering Southend patients doctors and nurses appointments in the evenings and at week-ends. The hubs are at Southend Medical Centre and North Shoebury Surgery.
2. **Success Regine.**
3. **STP**
4. **Patients Forum**

Next meeting on 5 November 2018

Apologies to Christine Lloyd on [admin.mailboxf81086@nhs.net](mailto:admin.mailboxf81086@nhs.net)