**Central Surgery PPG 30 September 2024**

Present: Sylvia E, Clyde S, Viv M, Julia P, Margaret T. Nigel F, Chris R, Chris Gasper Chair, Pink St Clair - Practice Manager, Dr Irlam – GP Partner

Apologies: Helen B

**Wellbeing days**

A Wellbeing day has been requested in the Central Surgery area of the PCN rather than Shoeburyness. A bus used as a mobile COVID station may be available in the Southchurch area.

A Diagnostic Centre is planned in the centre of Southend.

A new Telephone system is due to be installed that will offer callbacks, as well as diverting lines for prescription and test result requests. Staff will be trained on the new system from the beginning of November.

**Medical Reviews**

Cassie, a PCN Pharmacist comes to Central Surgery each Thursday to conduct medical reviews, these are done by telephone of face to face. She works remotely for Central Surgery on Tues, Weds and Friday morning, conducting reviews by telephone only.

A Medication review is conducted annually for patients who have a prescription for repeat medications. This could alter medication and may require up to date blood tests, after which the medications can be reauthorised for up to 12 months .

**Staff Changes**

A new Registrar, Dr Sanchez started her placement in August and works in surgery 5 days per week. Dr Roker is studying for a masters and now works in clinic one day per week. Dr Awadalla has increased her clinic to two days per week.

**COVID and Flu injections.**

Boots are offering flu injections from 3 October 2024. Central Surgery has arranged flu sessions on 5th and 12th October. Eligible patients only (children and pregnant ladies) can be given flu injections from 1st September 2024. A New respiratory vaccine (RSV) is also available for patients aged 75 to 80 at the Surgery. They will be contacted to be offered the vaccination.

**PCN**

The Meeting on 17th September 2024 was mainly about problems with Anima from patients moved from Shaftsbury Surgery.

**Electronic Triaging**

E-consult is the digital triage tool currently used by Central Surgery, in conjunction with reception staff triaging calls and in person. The Surgery has different digital platforms available to them, but needs to arrange an electronic system of full clinical triage by April 2025.

Pink works with James and Kellie on PCN services.

Social Prescribers are part of the NHS support service but work with other NHS and Community Services.

**Next meeting**

It was agreed to hold PPG meetings on the last Monday of every other month with the next one on Monday 25 November 2024 at 2.00 PM