**Central Surgery PPG**

**Meeting 29.11.2021**

**Present:** Sylvia Emsden, Margaret Treadway, Chris Rattan, Clyde Sanders, Julie Chambers, John Vousden, Vivian Mangan, Margaret Treadaway, Barbara Riebold, Chris Gasper, Christine Lloyd Practice Manager, Paula Dunley, PCN Social Prescriber, James Irlam PCN Clinical Auditor, Serena Garcia PCN Communications, Sarah Davey PCN Care Navigator, Ryan Rowley PCN Trainer, Dr Irlam, Pink St Clair Trainee Practice Manager.

**Primary Care Network (PCN)**

Southend East PCN can help patients from the 6 surgeries part of the Southend East PCN.

James Irlam, PCN Clinical Auditor, said that the PCN is looking for separate premises for the PCN who now work from several surgeries in the area.

Ryan Rowley, the new PCN trainer, works one to one on lifestyle to improve health. He works on patients with a BMI over 30 and can refer to other specialists.

Sarah Davey, PCN Care Navigator, works in care homes and with people needing care. She finds people who are struggling and refers them to local services who can help.

Serena Garcia, PCN Digital Lead, Works on illustration and design with the Southend East PCN Website https://www.southendeastpcn.nhs. The purpose of the website is to help people understand what the PCN is all about and how they can use PCN services. Serena works in the vaccine clinic.

Paula Dunley, PCN Social Prescriber help patients who are experiencing social problems or for example loneliness. She can refer patients to lots of different local services, classes and community clubs.

A link to connect to PCN services will be put on the East Southend PCN Website. Paula advised patients with a medical problem to approach GP surgery services directly.

PCN staff also work in the Southend East Covid Vaccination Clinic.

Home visits for Covid and Flu vaccinations are available to those who need them.

It was thought that a conversation about the PCN would help develop services and raise awareness among residents on what services are available.

**Questions to the Surgery**

Members reported that telephone lines were frequently busy. We were advised that phoning after 4.00 PM may be easier when the lines are less busy. There is also a facility to book appointments on line.

Dr Irlam was asked if patients could be seen in person if they wished. He confirmed that they could if they requested. Asked about Emailing the surgery, he said Emails were difficult to handle within the surgery.

There are not too many patients in the waiting room so infection control is effective. If it became full, procedures may need to be reviewed.

**Surgery Staffing**

Christine Lloyd announced that she had decided to retire in March 2022. Pink St Clair would take over from her as Practice Manager. Pink started at the Surgery in March and is gaining experience of the surgery and being trained to become the practice practice manager.

Members said they were so sorry to lose Christine as Practice Manager. She has kept the Surgery developed as a friendly efficient service but also supported the Patient Participation Group that is the envy of many in Southend. They looked forward to following Christine’s good work with Pink.

The secretaries do an excellent job. The reception team make appointments when required.

Dr Porter started at the Surgery in October and Dr Gusetty is starting on 1 December.

A new PCN Social Prescriber is due to start on 6 December to support wellbeing.

**AOB**

Picking up masks spreads micro fibres. Should only be used for 4 hours.

The Community Centre in Hamlet Court Road was mentioned. Meetings can be arranged for the community to meet. People can be referred to help if needed.

Discharge letters from the hospital sometimes take a long time to reach the surgery.

**Next meeting**

The next meeting is planned for Monday 24 January 2022