**Central Surgery PPG 15.7.24.**

**Present:**

Clyde S, Sylvia E, Nigel F, Viv M, Helen B, Margaret T, Chris R, Chris Gasper, Chair, Pink St Clair - Practice Manager, Dr Irlam – Partner GP

**Apologies**: Margaret R, Julie P

**Minutes** **from 13 May**

Draft minutes were presented. Pink will correct to put on the website. She confirmed that approximately 500 appointments are available each week from all clinicians.

**Dr Irlam**

Dr Irlam was asked about progress with the Shoebury Health and Wellbeing Centre. He advised that he has not received an update.

**Surgery Update**

**Prescriptions**

The prescription team works until 1pm each day, issuing repeat requested medications and sending acute requests and queries to the duty doctor. These are usually sent to the chemist the same day for routine prescriptions, but can take up to 72 hours.

Where an item is not available, the pharmacy will suggest an alternative from stock they have available, or patients can try other chemists to see if they have the item in stock.

**Blood Tests**

If patients don’t attend for booked blood tests, and ignore requests to have these done, the surgery can reduce the regularity of prescriptions to require collection once a week. This is to ensure safe prescribing for patients who are overdue having their bloods checked.

Once a week, a pharmacist is on site at the surgery to give answers to staff and see patients face to face at the practice. They conduct regular medicine reviews but complex medication requests will be checked by a doctor.

All pharmacies have a walk in service, called Pharmacy First, where patients can self-refer for 7 particular conditions. Reception staff also triage calls to encourage pharmacy attendance where appropriate.

**Surgery Telephone System**

A new telephone system is being installed and an engineer is expected in September to connect it to the system. The system is currently digital but not cloud based yet

**Appointments**

It was discussed that holding on the line for up to 10 minutes would be reasonable. Appointments are added to the system at different times.

1/3 appointments are entered a week before, 1/3 are available on line at 6.30.

Reception staff cannot override the system to make appointments that are not available.

The E-consult service on the Surgery Website, gives advice and consultaions are then sent through to the admin team, who triage consultations and book appointments where needed.

**Staff Changes**

There have been no staff changes but the registrars will move to another placement in August

**Medical Checks**

Medical checks start at the age of 40.

Blood checks should be included in an NHS health check. Guidance is available from “NHS health check” on the web.

Flu jabs are available from October this year, whether given at the GP surgery, or the pharmacy. Patients can have flu and COVID injections at the same time at the pharmacy, but we are not offering this at the surgery, since the Covid vaccinations are provided at the PCN.

**Southend East PCN**

Chris had attended the PCN meeting on 28th May 2024. Minutes are available on the PCN Website. Chris reported that the PCN was looking for patients to fill Chair and Secretary posts for the group. They would also try to attract more patients to attend the PCN meeting.

**ICB, ICP**

Meetings had been postponed because of the announcement of the General Election.

**Next Meeting**

It was agreed to hold PPG meetings on the last Monday of every other month. The next meeting date was agreed as **Monday 30 September 2004 at 2.00 PM** at Central Surgery.