**Central Surgery PPG 13 May 2024**

**Present:** Helen B,Clyde S, Julie P, Margaret T, Viv M, Chris R, Nigel F, Chris Gasper - Chairman, Pink St Clair - Practice Manager, Dr Irlam – Partner GP

Apologies: Sylvia E, Barbara R

**Questions for a partner**

Is the surgery represented at planning meetings in Southend?

**Minutes of the meeting on 19 February**

Minutes of the meeting were accepted.

**Surgery update**

Dr Gussettihas left Central Surgery.

Dr Roker who completed her GP training with Central Surgery through Covid has come back to work two days per week as a salaried GP.

Dr Awadalla, who qualified last year, now works part time on Friday, expanding services on Friday. Doctor services are spread over the week.

The receptionists at the surgery have been trained to triage patient requests on reception, in order to advise on appointments, or whether other health services are more appropriate (i.e. Pharmacy First).

A pharmacist is to be available in the surgery once a week, for patients medication reviews.

A question was asked about the procedure of registering blood test results to patient records. All patients have access to their records without having to request access, including the result of blood tests. Making records available to all had caused a lot of work at the end of last year and has raised some questions from patients.

It was asked if patients with a serious condition have an annual review. Patients are invited for their annual reviews, if a patient has not responded to this invite, another is sent to the patient.

**CQC Report.**

The inspectors spent a whole day in December looking at all entries on the IT system then a second day looking at the physical systems.

Some Retinal screening results had not been filed, but these had been checked by a GP as needing no further action.

It was noted that only a few patients had responded to the report. Two gave positive support to the Surgery.

The CQC responded positively to the report and noted that systems had been refined and a number of changes had been made.

The PPG appreciated the work of the Surgery as reported by the CQC inspection and congratulated the Surgery on the overall positive nature of the conclusions.

**Electronic Triage**

The NHS system for electronic triaging, available for Central Surgery, is E-consult, which is advertised on the Central Surgery website homepage. Anima was discussed, which is another online service; however, there are no plans at this time to move to a different or full online triage system.

**Appointments**

There are approximately 500 appointments available across the week, with various clinicians.

Appointments can be made online through the Surgery website or through the NHS App - both have the same information available. Or they can be booked by telephone or in person.

Appointments are released online at 6.30 to book the next day, and each morning for 2 weeks’ time. Reception staff can book on the day appointments each morning at 8am and for 1 weeks’ time.

Saving appointments to release in the afternoon doesn’t work as there can be many people trying to phone at the time of release.

Telephone appointments, without the patient attending the Surgery give the doctor flexibility to catch up, making calls between face to face appointments that may overrun.

An enquiry to the receptionists via telephone, email or in person, takes as much time to respond to as an appointment, as a patient’s records have to be consulted before the question is answered. This is also advised for an administrative query which may be sent to the Practice Manager, secretaries or prescription office – an instant response is not available.

Pink was asked if details of appointment release could be put on the Web.

**Did Not Attend (DNA)**

An appointment made far in advance is more likely to be a DNA.

A telephone appointment also counts as a DNA, but multiple attempts to contact are done before being classed as one.

**Prescriptions**

Two to three hundred prescriptions are requested to the surgery every day. Half of the requests are made online. Each prescription includes an average of five items.

**Dr Irlam**

Dr Irlam attends Alliance meetings on the Shoebury Health and Wellbeing Centre. As the site is on a flood plane, it may be built where Norton Place is at present or where the Residential Unit is. The number of parking spaces are also an issue.

The South East Essex Alliance looks at how the health of the area can be maintained and improved.

**PCN**

The surgery is contracted to provide a service. If it were to operate outside the PCN it would get more resources but the absence of PCN services would further stretch the surgery capacity.

**AOB**

It was noted that St Lukes Community Hub runs a Dementia clinic that meets once a month.

Chris R was thanked for providing biscuits.

**Next meeting**

15 July was agreed for the next PPG meeting.