

# **SIDNEY HOUSE AND THE LAURELS SURGERY**

## **PATIENT PARTICIPATION GROUP MEETING**

### **MINUTES OF A MEETING HELD AT THE LAURELS SURGERY, 4<sup>th</sup> December 2019**

**Members present:-** Vanessa Benson (VB), Ann Martin (AM), Robert Bates (RB), Peter Elkington (PE)

**Surgery representative:-** Katrine Brewer (KB)

#### **1. Apologies for absence**

Apologies were received from John Galley, Bob Farrell, Barbara Carr, Alexandra (Ally) Jones, Beverley Jones, Alan Harrison, Dr Siddiqui. VB chaired the meeting.

#### **2. Minutes of last meeting / Matters arising**

The minutes of the meeting held on 2<sup>nd</sup> October 2019 were accepted as a true record and were signed by VB. There were no matters arising.

#### **3. Practice update**

KB advised the meeting of the following points:-

(a) Practice list re-opened - a steady flow of new registrations has followed the re-opening of the Practice list and, as support for the Reception Supervisor, summarising training has been arranged for a member of the Reception team, who will be able to assist with new registrations when necessary.

It is hoped that the number of patients on the list will increase to about 12,000 from the current 10,747.

(b) Extended access service pilot - between August and October the use of this service dropped to 57%. It appears that patients were unwilling to travel to a medical appointment, preferring to see their own GP's, but the mid-Essex Practices believed that this service should offer GP and Nurse Practitioner appointments. The service is currently under review with the CCG and may revert back to a "first come, first served" basis.

The meeting agreed that a piece about extended access should be included in a forthcoming Newsletter.

(c) Paediatric attendance at A & E - an increase was noted in the number of children attending A & E for what proved to be minor illnesses. Practices have been promoting the use of the Children's Health App. Parents in any case should take their children to the GP, not A & E. This also should be mentioned in a future Newsletter, with pointers to SMART "children's"/NHS Apps.

(d) Dementia pathway - a proposal has been made that by April 2020 there should be one contact telephone number for dementia and mental health services.

(e) Leg ulcer and ear services - these services have not been available to Practices within the NHS for over 18 months, with the result that some patients have had to seek private treatment, but negotiations between the CCG and Primary Care Networks are underway which may result in the services becoming available through NHS again.

(f) DNA's - recent statistics indicate DNA's running at 21 per week, which is fewer than in previous years. All DNA's are investigated.

(g) Flu vaccinations - the Practice is pleased that 1662 vaccinations have been delivered this year. In addition, 573 patients have had their vaccinations elsewhere.

Ally Jones would be sending AM information for the Newsletter.

(h) Telephone statistics - recent statistics have indicated increased waiting times, which are being investigated.

#### **4. Newsletter**

AM reported that the Autumn edition of the Newsletter had been issued, but was not currently available on the website. In future KB will be copied into Newsletter emails and will confirm back to AM and BJ once added.

AM said that she had generated some subjects for the Newsletter for which she was awaiting information from the surgery. KB took an action to follow this up.

Post Meeting Note: The Shingles article was reviewed by Dr Siddiqui and minor changes made allowing this to be published in the Winter newsletter, along with the Telephone statistics. The other article on Patient records has now been reviewed and will be made available in a future newsletter, along with the DNA statistics for 2019.

A subject to be covered in the Newsletter is organ donation, as the rule now is that individuals are presumed to be willing to donate their organs unless they opt out of the scheme through a central register.

A request was made by RB for an article on Cancer (half page article to be provided by RB) and for improved signposting in the surgeries.

#### **5. Meeting Minutes**

AM was unsure when minutes were uploaded to the website. KB uploads minutes once they have been agreed at the following meeting.

#### **6. Opening hours over Christmas and New Year**

The surgery will be closed on bank holidays. AM Suggested that the information is put on the web and into the Winter newsletter.

#### **7. Date of next meeting**

It was agreed that the next meeting would take place at the beginning of February.

#### **8. Any other business**

AM told the meeting that a friend of hers had received a letter inviting her for a health check, but on reporting at the Practice had been told that a health check cannot be done there. It was then established that the Practice does carry out health checks. KB asked for details.

Post Meeting Note: The patient was contacted directly by KB and the matter dealt with to the satisfaction of the patient. The reception staff have been reminded that NHS checks are dealt with by the Practice.

AM/PE