Dr Kumar & Dr Sinha, Shoebury Health Centre

Patient Participation Group (PPG)

Meeting|Minutes

## Meeting date | time 30/11/2020 | 19:00 | Meeting location Video Conference

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| |  |  | | --- | --- | | Meeting called by | Tricia Cowdrey | | Type of meeting | Regular PPG update | | Note Taker | Ian Johnston | |  |  | |  |  | | Justine Jobson  Jason Faux  Lin Spence  Pauline Dunley |

# Agenda topics

## Agenda Topic Apologies for Absence| Presenter Tricia

Samina Shahjahan.

## Agenda topic Minutes of Previous Meeting | Presenter All

* The minutes of the previous meeting were agreed.

## Agenda topic Matters Arising | Presenter All

* Justine reported that emailing out the PPG newsletter is now possible but it is extremely time consuming and can be only executed in small batches.
* There followed a general discussion around the PPG newsletter and how it could be further improved.

Jason asked whether the number of hits to the Websites pages could be measured?.

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| Action items | Person responsible | Deadline |
| Surgery team to forward any newsletter topics to Jason for assembling into a further communication. | Jason | On-Going |
| Newsletter should be a distinctive document and clear state that it is from the PPG at Dr Kumar and Dr Sinha’s surgery.  E-mail Newsletters should only contain links and no attachments.  Web site has a broken link Can number of page hits be measured?. | Jason  Jason  Lin | On-Going  On-Going  Asap |

## Agenda topic PPG Group Terms of Reference| Presenter Tricia

* Tricia raised the question of how to turn what is a lengthy TOR into a relevant set of actions and activities to be carried out by the group that can be summarized and tracked through an action plan.

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| Action items | Person responsible | Deadline |
| A list of questions around meeting frequency, ideal group size, what activities should be undertake, how should communications out to the patient group be structured. | Tricia | Before next meeting. |

## Agenda topic Surgery Report | Presenter Justine

**Flu Including over 50’s**

Flu injections are now available for the over 50’s ? **Not sure what was meant here ?**

**Open list for new patients**

New patients are being taken on from the closing Eagle Way surgery. Information has been provided on social media regarding the new patient registration process.

**Covid 19, impact and outcomes.**

Information regarding the vaccination process is still awaited**.**

**Introducing New Roles**

Pauline gave an overview of her role as a Social Prescriber in terms of what services were available and how patients could access them. Her role is funded by the PCN and shared across 6 surgeries in the locality. Due To COVID restrictions she currently provides it from home. The surgery has a fast track referral process for urgent cases if needed.

David Hart is a Physician Associate also provided by the PCN on a shared basis. His current role is to triage patients into the surgery, undertake consultations and make referrals to other team members such as the GP’s where necessary.

Pauline informed group that a Mental Health Practioner is currently being on- boarded.

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| Action items | Person responsible | Deadline |
| Summary of Role(s) and Services to be posted on website. | Lin/Justine |  |
| Invite Pharmacist and Physician Associate to next meeting. | Lin/Justine |

## Chairs Report | Presenter Tricia

**CCG**

Tricia circulated the latest CCG Newsletter.

Tricia informed the group that Chris Gasper is currently leading on how PPG ‘s fit in with other NHS organisations especially in terms of communications and consultations i.e the new A&E appointment process being introduced in South Essex on Dec 1st with limited patient communication!!

**Chairs report**

As Chair of this PPG attended the bi monthly CCG Patient and Community Reference Group meetings. The most recent was in October. Key points:

* MSE engagement group has a work plan looking at how PPG’s will come together across PCN’s to form a wider PCN PG- very vague.
* Group members received Make Every Contact Count training to look at how we better communicate messages re health.
* Following a report from Healthwatch Southend, a focus on promoting cancer care is underway, ensuring people seek the treatment they need with confidence.
* A new childhood illness app has been developed.
* 111 First scheme to be launched in December. Once triaged, if A&E required, an appointment will be made.
* Flu jab, prioritising those in most vulnerable groups, different vaccines for different cohorts.

## Agenda topic Shoebury Ambulance Station Presenter Tricia

There is no change to current status. The Essex Ambulance Service is currently in special measures which will have an impact.

## Agenda topic Shoebury Health Centre Development| Presenter Tricia

Any new Health Centre for Shoebury will not be on the Garrison as it is on a flood plain. Tricia is campaigning to ensure the PPG has a place at the table for any future stakeholder events.

## Agenda topic Inclusion| Presenter Tricia

A general discussion was held on this topic and the challenges of getting information out to the patient group especially in these times of Covid where attendance at the surgery is restricted which impacts on those with no means of being contacted electronically. NHS systems at the surgery do not lend themselves to bulk contacts and system security and data protection concerns disallow any external help.

The Website and the Health Centre Facebook Page would appear to be the best way to provide timely relevant communications and the challenge is to encourage patients to regularly interact with them.

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| Action items | Person responsible | , |
| Consider how to further publicize these 2 resources and encourage usage. | All | Next Meeting |

## Agenda topic AOB| Presenter All

Ian raised issue of no Contact details on Comments and Complaints section of the Website.

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| Action items | Person responsible | Deadline |
| Add contact details . | Lin | Asap |

**Meeting Closed**: 20:10

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| Date of next Meeting | Time |  |
| Monday January 28th 2021 via Teams. | 19:00 |  |