

PPG Meeting Minutes – Tuesday 12th March 1:30pm

Norton Place

Leading the meeting: Caitlin, Kathy, and Deborah. Kellie entered the meeting towards the end.

Attendees: Sylvia C, Malcolm C, Patrick W, Gina W, Chris R, Neil P, Sara H, Chris G.

Spring wellbeing day:

- 235 patients attended.
- 494 appointments would have had to be made in a clinic.
- Overall good feedback from the day.

Caitlin handed round the printed spreadsheet that had the wellbeing data on it

- Caitlin explained the parking issue we have, where we have Autumn Cottage next to us, we are unable to let patients come up to the top.
- Gina W asked how often the wellbeing days are happening, Caitlin replied with once every 3 or 4 months.
- Caitlin mentioned sometimes we have them at the church, but this depends on how many RSVP's we get.
- Caitlin said an issue was que's not being organised, therefore we are looking at a ticket system like what they use in a Butcher's. Another issue is a no parking sign is needed.
- Sylvia C said she noticed Shaftesbury Avenue Surgery had the least number of patients; Sylvia suggested having a poster up in the surgeries, so it informs more people.
- Chris G mentioned on the website it said, 'we will call you', there was a bit about registering so he found this confusing.
- Caitlin explained how the texts got sent out which was via reports that were based on conditions patients have such as diabetes, hypertension, patients needing a blood pressure check, anyone who might be eligible for Digital Weight Management.
- Caitlin mentioned Southend Carers, Citizens Advice, COPD community and Intensive Carers were at the event.
- Sara H asked patients with home numbers if they were invited, Caitlin said some of the patients have emails, it was mentioned that a poster would be helpful, so it informs more patients.
- Chris G said it would be useful if on the website it described which patients we were looking for, so it is clear. Caitlin agreed we need more accuracy on the website.
- It was mentioned the event was well organised.
- Caitlin explained how the digital weight management programme works and the referrals being done.

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- Sylvia C asked what happens if a patient had a blood test, where the results will go. Caitlin said patients will be contacted same way as they usually are.

Pharmacy Team:

- Deborah entered the meeting to discuss her role and what the Pharmacy team do at the PCN.
- Role is medication review, structured med review and optimising medications. These are now done by Pharmacists as they are experts in it, they thoroughly go through it with the patient.
- It was said how the NHS Guidelines say patients should have a medication at least once a year.
- Sara H mentioned she looked at patient association where there is webinars that are informative to patients to give them more of an idea as to what other clinicians can do other than a GP.
- Deborah explained how their team are training prescription clerks at GP surgeries to give them more guidance when issuing patients medications.
- Deborah explained why medication reviews are important and what they can include.
- Sara H asked if each surgery has a pharmacist, Deborah said how some of the team have a day at a surgery where they can see patients, currently recruiting another pharmacist.
- It was mentioned there has been problems with prescriptions that more is being issued than what the patient asked for.

Deborah left the meeting.

The Gardening Group

- Gardening group has started on Fridays 10:30am-12:30pm.
- Any volunteers welcome if they are interested in gardening, tea provided.
- Benches have been built, looking for a new polytunnel cover.

Kellie entered the meeting.

Pantry

- In need of donations.
- Asked if any local organisations could donate.
- Sara H said there is a scout group she works with so they could donate.

COVID Spring Vaccinations

- Begin April, waiting to confirm a date.
- No location confirmed.
- Housebound and Care homes to be done first – mid April.
- Unaware of the criteria but we know it is 75+ over and immunosuppressed.

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- Asked for suggestions if anyone knows where we could hire a place to do vaccinations.

Anima

- Patrick W said his concerns with anima regarding making an appointment for a follow up. Kellie said how there was an issue last Tuesday where the system went down. It was also explained why Anima was introduced; the statistics are good.
- Kellie stated if a patient is unable to use online, they can call the surgery where the receptionists should triage over the phone and then the clinician will be in contact as to when the appointment will be booked.
- Kellie said the opening and closing times of anima and explained why they are short hours; this is due to being clinically safe and being able to catch up with the triages.
- Kellie said our colleague Harry will be doing a project that includes a guide on how to use anima, a step-by-step guide.
- Restrictions could mean we are shut for lunch; they have reached the limit of triages, or it has finished for the day until tomorrow morning.
- Harry will be doing a couple of hours at surgery where he can help patients out with their Anima accounts.

Meeting finished.

Next PPG Meeting is: Tuesday 14th May 1:30pm at Norton Place