

PPG Meeting Monday 20th June 2022 – 19:00

Present: Dr Sawaf, Carrie McSpadden (Practice Manager), Michelle Lilley (Assistant Practice Manager),
Linda Fox (Management Assistant)
Joint Chair: Norma and David Huxter

Roger Cull, Dave Shaw, Clive Latchman, Colin Ormes, Sheila Ormes, Cynthia Yates, Vanessa Wright, Cathy Whittaker

1.	<p>Welcome and Introductions Norma and David thanked everyone for attending and everyone introduced themselves.</p>
2.	<p>Apologies No apologies received.</p>
3.	<p>Appointment of Officers Norma and David were nominated as the joint chairs of the PPG which was agreed by all.</p>
4.	<p>Surgery News</p> <p>Carrie advised the patients of the following:</p> <p>Covid information</p> <ul style="list-style-type: none"> • The pandemic – the front doors have been open for some months now, but we continue to ask patients to wear face coverings unless they are exempt. This is because latest infection control guidelines state that non-triaged patients in healthcare settings should continue to wear a mask. This is to protect both staff and patients. • Reception and admin staff no longer have to wear face coverings unless they choose to. Clinical staff will continue to wear masks. All staff continue to wear masks when walking around the surgery and for group meetings such as this. • Covid vaccinations – all staff at the practice worked very hard to deliver the Covid vaccination programme in addition to doing all other work in the surgery. Vaccinations were given at the Pump House surgery with our admin and clinical staff working on a rota basis at weekends. • Boosters have just been provided to patients in residential homes and housebound. • Covid boosters may be given at the same time as flu vaccinations. <p>Access and Appointments</p> <ul style="list-style-type: none"> • Telephone/Video/Face to face consultations – The pandemic showed that many issues could be dealt with over the telephone or by video consultation. Reception now book patients in for face to face consultations according to need, i.e. very young children/elderly or vulnerable patients would need a face to face appointment, we also offer face to face appointments to those with rashes, skin problems, gynae problems and stomach issues. Patients are welcome to ask for a face-to-face appointment if they wish. • Enhanced Hours and Enhanced Access appointments are merging from 1/10/22. The practice is currently in discussions with the PCN as to how these will be provided. NHS England’s direct enhanced service states that the PCN must open evenings 630-8pm and Saturdays 9-5pm. <p>Online Appointments Contract changes for 2022/23 state that practices should provide patients with access to book online appointments for appointments that do not need to be triaged. We will be adding online appointments for blood tests, smear tests, health checks and flu vaccinations.</p> <p>Online Consultations GP practices are contracted to provide online consultations (5 in 1000 patients per week). We are currently having training for a new funded system – PATCHS – which enables patients to go through a symptom checker for clinical</p>

queries where they may be signposted to self-care, the pharmacy, or the surgery. Patients can also raise admin queries through the app. We will be promoting this on the telephone message, website, and Facebook in due course.

New Practice Staff

The practice now has three Nurse Practitioners: Jaci Neil, Emma Griggs (Diabetes specialist) and Laura Sargent. We have a new Mental Health Nurse – Liza Moore.

Two new Practice Nurses have joined us – Nkechi and Gemma.

We have also increased reception hours to cope with demand and higher list size.

Update on Colne Valley Primary Care Network (PCN)

The practice is part of the Colne Valley PCN with 5 other practices. This enables funded staff to be employed across the PCN. We currently have access to book appointments with the following PCN Staff:

- Pharmacist
- Health and well-being coaches
- Social Prescriber
- Physio

Update on Premises

We are looking at the possibility of having some space in Halstead Hospital and will update you in due course.

Anti-social behaviour in the grounds of the practice

The practice has had lots of anti-social behaviour in the practice grounds over the last year with bikes being dumped in the grounds, alleged drug deals, cars abandoned, and a caravan set on fire. These have all been reported to the police and the council, and we are looking to set up a meeting with the Community Safety Officer to see how we can work together to improve the area. CCTV has been installed for this reason, which we were lucky to receive funding for via the CCG.

Dementia Friendly Practice

The practice is working towards becoming a Dementia-friendly practice. We have received training from the Alzheimer's society, have put up clearer signs and are currently working through a checklist to enable us to achieve this.

Pride in Practice

The practice has received training from the LGBT Foundation and is looking to achieve an award for Pride in Practice, an initiative funded by the CCG to make practices inclusive for LGBT patients. This has involved changing our registration forms, policies and website with new terminology and having a resource file available to all staff.

Veteran-friendly Practice

The practice is now a veteran-friendly practice, with Dr Salmon being our Veteran Lead. She has undertaken some extensive training to treat veterans. Information is on our website and any veterans that register with the practice are coded so that they can be flagged to staff.

Respiratory MDT

The PCN is invited to attend quarterly MDT meetings to discuss complex asthma or COPD patients. The patients are discussed (with their consent) with consultants from Broomfield Hospital and an action plan agreed.



	<p>Weight Management DES All patients on our obesity register are invited to a referral to one of the weight management services. The PCN has been very successful with its Low Carb Project.</p> <p>Community Pharmacy Consultation Service Patients can now be referred to the pharmacy who can help with certain conditions such as sore throats, hay fever medication, ear, and eye conditions to name but a few. The practice has been trialling this and will continue to work with local pharmacists to try and get this off the ground.</p>
5.	<p>What is a PPG – deferred to next meeting</p>
6.	<p>Open Forum – Questions and Answers</p> <p>Clive – Prescriptions When ringing into the surgery the main phone line states the prescription line is open until 4:30pm but when going through to the prescription desk that phone advises the line is open until 4:00pm and then terminates your call. Michelle will take this up with our phone provider. Update – time has been changed to 4.30pm and we are making sure patients are not cut off if they are in the queue for the Prescription Line at 4.30pm.</p> <p>Clive enquired whether we could issue more than one month supply of medication as the CCG where he used to live had now increased to two months' supply. Carrie advised that our local CCG will only allow us to prescribe medication monthly due to the amount of wastage over the years. We do issue more for patients going on longer holidays as a one off.</p> <p>Roger and Cathy advised that deceased relatives had a collection of medication that had not been used and this is such a waste. Norma and David promoted the 'Open the Bag' campaign a few years ago regarding wasted medication; they advised that you should always open the bag in the pharmacy to see if you have the correct medication as you cannot return medication if you walk out of the pharmacy.</p> <p>If you wish to see the video clip in which Norma and David appeared in regarding medical waste the link is: https://www.itv.com/news/anglia/2019-03-12/campaign-launched-to-cut-down-on-2-million-worth-of-medicine-being-wasted-in-essex?fbclid=IwAR0VzGG7g6-kuU1BAItiKTMAzJxHoH4byGsx8Qz22oN52t_QmbNOh6NWAY4</p> <p>Clive – Calls outside surgery time Clive wanted to know why he had received a call from the surgery at 07:35am, Dr Sawaf advised we would not call anyone out of our opening hours of 08:30-18:30, the only provider who would make contact would be the out of hours service.</p> <p>Vanessa – Accessing the Surgery/Carers Vanessa finds it very difficult to ring through to the surgery as she is a family carer and works. She asked why specific times cannot be given for telephone calls. We advised to make reception aware of the times that she would be available and they will state this on the appointment for the doctor to see; we cannot guarantee a call will be made in the time stated due to any emergencies that may arise within the surgery. The same would apply with a face to face appointment if an emergency occurred in the surgery.</p> <p>Moving forward our new PATCHS system comes into effect on 4th July where upon patients can specify their symptoms and it will navigate you to either self-care, pharmacy or GP. We will then respond to the GP request within 48 hours.</p>



Vanessa - Carers

Vanessa was unhappy with the lack of support from the surgery for carers. Carrie stated we had details of Carers First and Action for Family Carers on our website (search 'carers'). A policy is being developed for carers to be coded as a carer when they register. Patients will then be sent information about help available and offer an appointment with the Social Prescriber. The policy will also include a Carers Lead for the practice and will involve validating the carers' register annually.

Vanessa handed in posters to be displayed in the surgery. **Update – these have been added to noticeboard.**

You can find Norma and David, Trevor Fernandes (chair of CS) and Paul Osman (Trustee and Director of Action for Family Carers Essex) on the members page: <http://www.eocitizenssenate.org/our-members>

The Acronyms and Jargon busters Written by Paul Osman can be found on the following link:

<http://www.eocitizenssenate.org/glossary-of-acronyms>

Norma advised that Paul from Action for Family Carers would be happy to come out and speak with the PPG at a future meeting.

Colin Ormes – Number of GPs on site

Colin wanted to know how many GPs worked on site and how many were full time. The sign outside of the practice shows the 8 partners involved in the Elizabeth Courtauld Partnership. There are 6 GP partners who work at Elizabeth Courtauld Surgery. Michelle advised all the GPs work a lot more than 37.5 hours, they work well into the evening until late at night, filing letters, results, dictating referrals etc.

Cathy – Menopause Clinics

Cathy wanted to know if we offer a menopause clinic. Dr Sawaf advised we do not offer this at present due to the in-depth knowledge/qualifications required for this. Our Urgent Care Practitioners will be holding a Menopause Awareness evening on Thursday 7th July 2022 at Halstead Town Football Club. We will be contacting patients to invite them to this. Cathy would be happy to be a part of any support group to talk to other patients who are going through the same as each other; she had to pay private to get her symptoms dealt with. Dr Sawaf will suggest to the Primary Care Network about holding menopause clinics and see if we can request funding for this.

Vanessa – Health Checks

Vanessa has not been able to book a health check - she was advised by reception that we are not doing these at present. Carrie informed that health checks were initially not deemed as urgent by NHS England/BMA and were paused during the pandemic. These have been reinstated for some time. Patients between 40-55 years are invited in batches each month. Vanessa has not received any invites after her first health check and is now 7 years later. Carrie advised we would investigate this.

Roger - Results

Roger mentioned the screen in the waiting area that advises patients to ring in for results and that some patients may not be able to do this. Dr Sawaf advised the GPs file results with comments of Normal, Borderline or Abnormal and add a note for reception to book a telephone appointment with the patient if necessary.

6. Any Other Business

Dedicated PPG Noticeboard in reception. Add details of what the Social Prescriber does.



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7.	<p>Next PPG Meeting date to be confirmed</p> <p>Norma asked if members would be happy with zoom calls in the future for those that cannot attend physically and everyone agreed.</p> <p>Monday 12th September 2022 – 7-8pm – at the surgery</p>
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