**Notes from the PPG virtual meeting of Tuesday, 10th May, 2022, 12.30 PM via MS Teams from the surgery.**

The virtual meeting was chaired by Bob Hackett with three representatives from the surgery, Dr Pereira, Dr Ward and Joanne McPhail, deputy practice manager. Three patients also present on-line.

Some good news to start with: New practice manager starting on 6th June, 2022: Carly-Jane Temple-Manning.

**Topics discussed and responses:**

*1: Access to the surgery and seeing a doctor;  latest position. How has the Primary Care Network worked?*

Ways of contacting the surgery have increased; telephone, face to face, e-mail, consult on line, new voice mail, NHS App or walk-in to reception. Masks are still need for entry. The surgery now has the ‘phone number of about 16,000 of the 18, 000 patients for sending texts.

See the website for the various methods. The phone line is most congested early. It is better to send a message so the surgery can contact you.

There are cases where appointments to see a doctor are made when the answer lay with another member of staff. Message sent via the website are much more likely to get to the correct person quicker.

If there aren’t any appointments on-line available please send a message to the surgery. They have wider access.

Under the new system of the access hub (five practices working together) has meant about 30 extra appointments a day have been made available to see someone. From October this this service will be available 365 days a year!

Still no news on the new premises.

*2: Covid restrictions rules for the surgery.*

Mask wearing is still necessary in the surgery. It is no longer necessary to take a Lateral Flow test prior to a visit. If you have symptoms then do not attend.

*3: What has changed now we are part of the Mid and South Essex Health and Care Partnership. In particular, if your care involves travel to services, such as hospitals, outside the area e.g The Royal London or Great Ormond Street Children’s Hospital.*

The NHS restructuring to introduce the Integrated Health and Care System is progressing and comes into force in July. We are part of the Mid and South Essex Integrated Care System. The NHS Mid and South Essex Integrated Care Board will take over from CCG’s (Clinical Commissioning Groups) from July 1st this year when CCG’s are abolished. It remains to be seen as to how patients will be involved.

Patients can still be seen by London Hospitals, which are in different board area.

It may mean that records between the surgery and the hospital will still be prone to difficulty since the IT systems are not integrated across the NHS. This also applies to the hospitals in our area. This means extra administrative work at both ends and slows the process. Please always get copies of any documents for you own records.

You can request to see your NHS records from the surgery. Best way is to do the request via the NHS App. Some parts are beginning to get joined up.

I’ve had my fourth Covid vaccination recently at the vaccination centre housed in the old Maplin store in Basildon. The next day I was able to see the details on my records via the NHS App. Brilliant.

*4: I had a query on domiciliary blood testing.*

This is arranged by the surgery with the Community Service Team of district nurses. The nurse then contacts the patient and arranges set times to visit. The appointments are booked by them through The North East London Foundation Trust (NELFT).

*5: Post meeting: Use of texting.*

Joanne put a post on Facebook re the new phone number and the admin team have been asked to send the text out, which will be going out in batches.

We will put the details of the next PPG meeting on the website as usual and we will publicise this within the surgery waiting room.  We will request more patients to join the PPG via social media as the patients need to join before being invited to the meetings.  Our new patient leaflet has this information on it also.

Sending texts is a time consuming process and we limit the amount of texts sent as people get text fatigue and don’t pay attention.

Once again, my thanks to the staff for arranging the MS Teams on-line and being present to answer our queries.

Our next meeting is likely to be in August. I will notify in due course.

Keep safe and well, one and all,

Bob

Bob Hackett, PPG Chair.

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