

# OAKLANDS SURGERY PATIENT GROUP

## MINUTES OF MEETING

HELD ON 30TH AUGUST 2018

**Present:** Chris Clark  
Teresa Springett  
Jane Greenfield  
Sue Warren  
Cassie Searle (Southend, Castle Point and Rochford Dementia Action Alliance Coordinator)

### 1. Welcome

Sue welcomed Cassie Searle, local coordinator from the Dementia Action Alliance, who gave an informative talk on Dementia and the local initiatives being set up within the local area. She informed the group that she was particularly proud of Canvey and the way practices, care homes and schools had come on board with the ideas being put forward from the local services.

### 2. Apologies

Received from Colin, June and Caroline.

### 3. Action points arriving from last meeting

Minutes of last meeting agreed.

#### a. Blue Badge Parking

Chris had written to the council regarding the outline marking of the disabled parking bays. She had received a good response from the council who have since re-outlined the bays making them visible to road users.

- b. Colin had written to Southend Hospital regarding getting Dr Kamdar's name removed from hospital correspondence to the practice. After a few attempts at making contact with the hospital, Colin had received an email back from the Patient Advice and Liaison service who were going to chase up Colin's letter with the department who can remove his name from correspondence. Sue had not received even a cursory acknowledgement to her letter she wrote about the same subject. The practice will be auditing future letters coming into the practice to see whether it had improved.

### 4. Friends and Family Service

Sue passed around the recent F&F results which were mainly positive with the majority of patients recommending Oaklands to their friends and family.

### 5. Surgery Parking

The CCPCC barrier had been reinstated. This will help to alleviate any problems emergency services had gaining access to the CCPCC grounds.

## **6. Staff Changes**

Sue outlined the recent changes within the surgery. Dr Deepa Shanmugasundaram had left the surgery. Dr Ezi Ezimokhai would be working Thursday and Fridays for the surgery until further notice and the surgery was still seeking an EU GP. The practice was pleased to welcome Matthew Ray who was taking up post as an Emergency Care Practitioner. Matt joins the surgery after working as a bank nurse for G4S, and as a paramedic for the East of England Ambulance Service.

## **7. GP Wi Fi**

NHS Wi Fi is vital to securing the long term future of NHS services by providing access to the latest health technology which will support doctors and nurses in their work and empower patients to make informed choices in their treatment and care. Internet access has now been granted through an NHS.UK landing page which will host national healthcare information alongside locally generated contact from either General Practice or CCG. The service is free and available now at the Central Canvey Primary Care Centre.

## **8. Shingles Eligibility**

Shingles Eligibility had changed for this year. Sue outlined the changes and encouraged PG members if they are invited to be immunised. A discussion took place surrounding the recent measles outbreaks on the Island. Sue reiterated that it was a nation-wide issue and confirmed that there had been a number of reported cases on the Island.

The flu vaccines had all been ordered and the surgery was waiting for their first delivery. Once this was known then invites would be sent to patients.

## **9. 70 Years of the NHS**

Sue thanked everyone who had supported the 70 years of the NHS strategy. In July there had been a cake stand set up in the reception area of the CCPC and patients and staff were encouraged to 'take a cake'. Donations had been received from various departments both internal and external to the CCPC.

## **10. Red Bags – Care Home Residents**

Sue outlined the new service being offered to patients in care homes in the Southend area. The red bag scheme or 'hospital transfer pathway' is a small change having a big impact by personalising hospital care for care home residents in south east Essex. When a care home resident becomes unwell and requires hospital care, care home staff will pack a red bag which will have been personalised for the individual and consist of standard paperwork about residents health care, list of medication, along with personal items such as glasses, hearing aids, toiletries and day of discharge clothes and all items are transported to the hospital with the patient. The Red Bag will follow the patient back to the care home on discharge from hospital. Initially the scheme will be being rolled out to all care homes in Southend, followed by care homes in the Castle Point and Rochford area. PG members thought that this was a good initiative alleviating stress for the patient and helping to secure patient safety.

## **11. AOB**

### **a. Enhanced Access Service**

Sue outlined the Enhanced Access Service . EAS is a 5 year contract between Castle Point and Rochford CCG (CP&R CCG) and GP Healthcare Alliance (GPHA) which starts on 01/09/2018. The extended hours arrangement will work across all 24 surgeries/four localities in CP&R and provide additional appointments for patients, and the home visiting element of the contract will be for Canvey, Benfleet and Rayleigh practices.

- b. Clinical Pharmacist – Richard was still continuing in his role as Pharmacist for the surgery but his employment will be transferred to the above. All present welcomed the news that Richard would be continuing in his role as pharmacist.

## **12. Date of next meeting**

Thursday 29<sup>th</sup> November 2018 at 3.00pm