

OAKLANDS SURGERY PATIENT GROUP

MINUTES OF MEETING

HELD ON 4th JULY 2019

Present: Teresa Springett
Sue Warren (Oaklands)
Chris Clark (Chair)
Angela Dengel
June Reber
Dr Mujahid partner GP

1. Apologies

Received from PG members including Molly Rust.

2. Welcome

Dr Mujahid joined the Patient Group for the first 20 minutes. He thanked everyone for being supportive of Oaklands Surgery and ear-marked a couple of items on the agenda which he discussed amongst the group

- a. Measles Outbreak. Parents were being encouraged to get their children immunised against the measles to contain the measles outbreak which had become apparent over the winter time. Posters had been distributed from Public Health England encouraging patients to get immunised against measles which is the safest way to protect children and adults against the disease.
- b. Streptococcus Outbreak in mid Essex. Notification had been sent to practices regarding the streptococcus outbreak and Dr Mujahid explained to the group that the strep A bacteria can be found in the throat and on the skin of many people which will not cause any illness. Most Group A streptococcus infection cause relatively mild illnesses such as 'strep throat', scarlet fever or a skin infection. There is an extremely low risk of serious infection to healthy people but on rare occasions these bacteria can enter the body and cause severe and even life-threatening conditions. This infection is called Invasive Group A streptococcal disease (IGAS). As a consequence of this additional infection control measures had been put in place to prevent the infection spreading.

3. Minutes of Last Meeting

Minutes of last meeting agreed.

4. Friends and Family Service

Friends & Family Test again showed consistently good results over the last 4 months. The ability/inability to get appointments was consistent amongst the comments gained, however, with the many different clinicians now employed within General Practice, GPHA and the newly formed

Primary Care Network this may ease some the issues. Overall the response from patients regarding GPs/nursing staff was excellent.

5. Appointments – Systmonline, Iplato

The online appointments had been increased allowing appointments to be booked with nurses and HCAs for certain conditions **ONLY** and additional GP appointments. There had been some teething problems with the appointments but it was early days and any issues will be ironed out in due course. However, Sue confirmed that if patients attend an appointment which they have booked online, and the patient booked themselves knowingly into an inappropriate appointment, then the patient is unlikely to be seen and will need to rebook into an appropriate appointment. Tracey (PM) will continue to monitor the service and ‘tweek’ if needed. Patient group wanted to raise concerns over this as they felt it unfair that patients may have to rebook. Sue again confirmed that patients need to ensure they book correctly in to the online system so that this doesn’t happen.

6. Sharps Bins Update

CT had emailed to Sue to find out whether the Sharps Bin collections from Castle Point Council had been resolved. Sue confirmed that she hadn’t received any negative comments personally and felt that patients were getting used to the service offered.

7. Staffing

Staffing at Oaklands was discussed by Dr Mujahid. JR enquired whether there were any lady GPs back in the practice? SW and Dr Mujahid confirmed that Dr Yemisi and Dr Cyrus were both working within the practice on a part-time basis. Dr Andy Huynh had left the surgery to take up a position elsewhere in CP&RCCG. The general drop in GP numbers were also discussed after Sue showed a recent press article outlining the issues in recruiting new GPs. There had been a number of other staffing moves within the GPHA who work in conjunction with Oaklands Surgery to offer additional appointments and other healthcare professionals.

8. Monday Motivation

Monday motivation this week was that CP&R CCG were trialling hydration cups which flash or play messages to remind care home residents to take in fluids to reduce the risk of urinary infections. (4 care homes across South East Essex). This tickled the other residents when they heard things like “Doris you’re flashing”!

9. Social Prescribing Update

AS previously discussed Social Prescribing enables all local agencies to refer people to a link worker who can give time and focus on what matters to the person as identified through shared decision making or personalised care and support planning. Connecting people to community groups and agencies for practical and emotional support.

The link worker will be attached to the newly established Canvey Primary Care Network and help patients with the above.

It was in the early stages but progressing well.

10. Fraud

The Fraud and Corruption National Reporting Line is a free phone number where people can report suspicions in relation to any area of the NHS. Recent TV programmes had suggested that fraud in the NHS is widespread and the practice had received the first Counter Fraud Newsletter for the area showing different areas of fraud. Common investigations for the local Counter Fraud Specialist included working whilst off sick and getting paid sick leave whilst working for another organisation, travel or expenses claims, fraudulently doing private work in NHS time.

11. Primary Care Networks

Sue outlined Primary Care Networks stating that people are living with long term conditions such as diabetes and heart disease, or suffer with mental health issues and may need access to their local health services more often. To meet these needs practices, including Oaklands, will be working with the community, mental health, social care, pharmacy, hospital and voluntary services in the local areas in Primary Care Networks. All patients on Canvey will benefit from the Canvey Primary Care Network which is in it's infancy. As the services develop Sue will report back to the group for any suggestions they might have for services to be provided.

12. AOB

Disabled Parking – CCPCC – Chris to write to the council on behalf of the surgery as disabled places were being abused. Sue stated that this was outside of the boundary for the surgery but was willing to support contact with the council. PG members thought that this was a good idea, but unlikely to resolve the matter.

Sue thanked everyone for coming

11. Date of Next Meeting

Thursday 10th October 2019 at 3.00pm