

Meeting Setup (1.30pm)

Donations and Food Bank

- High volume of food donations received
 - Bags of food collected
 - Popularity of food bank usage noted

Staff Updates

- High staff sickness rates reported
 - Several members off sick on multiple days
 - Impact on surgeries noted

Food Drive

- Recent food drive had good turnout
 - Social prescriber involved in reception efforts
- Interest in boosting future donations
 - Open to ideas from team members

Upcoming Events

- Animal health initiative launching on February 4th for Central Surgery
 - Training for clinical staff scheduled.
 - Drop-in day at Trinity church on Thursday from 9am to 3pm
- Communication efforts for patients
 - Text messages and social media outreach conducted.

Surgery Name Change

- North Shoebury and Thorpe Bay Surgeries
- North Shoebury and Thorpe Bay Surgeries will be known South Coastal Surgeries
 - The name change aims to reduce confusion among patients.

Website Updates

- The website for South Coastal Surgeries will be changing.
 - It will feature a clearer layout and easier navigation for prescriptions.
- It will provide information and videos on registration and triage processes.
 - Frequently asked questions (FAQs) have been compiled to address common inquiries.
- New website features will include patient access and newsletters.
 - Users can sign up for emails similar to retail newsletters.
- Accessibility features will be added.
 - Website will support multiple languages and dyslexic-friendly fonts.
- Videos will include subtitles for hearing-impaired users.

Data and Statistics

- Monthly stats on Anima's performance will be available.
- Efforts are being made to improve the phone system.
 - The ICB is aware of the problems and is assisting in gathering evidence for a case against the current phone provider.

Security Incident

- A leader's WhatsApp was hacked, compromising NHS data.
 - Personal details were exposed, leading to financial losses for some staff.
- Staff have undergone retraining due to the incident.
 - The hack was sophisticated and affected communication.

Frontline Self-Referral Platform

- New self-referral platform for patients.
 - Allows access to approximately 190 different services.
- Users can input their needs and location.
 - The platform provides a list of relevant charities and services.
- Social prescribers are beginning to utilize this tool.
- Various associations available for support.
- Includes marriage associations, dog trust, and Open Road AIDS.
- Patients can request call-backs themselves.
- Information on services broken down into categories.
- Social prescribers can assist with referrals and tracking.

Social Prescribing

- Social prescribers actively checking and adding charities to resources.
 - Charities can add themselves for free.
 - Background checks required for organizations.
- Aim to empower patients through direct referrals.
 - Social prescribers can complete referrals quickly for patients.
 - Focus on reducing barriers for patients seeking help.

Health and Well-being Days

- Feedback on recent health and well-being events.
 - Issues with organisation and accessibility at events.
 - Suggestions for improvement in event layout and communication.
- Future projects planned for health and well-being initiatives.
 - Potential for promotional materials to share resources widely.

Community Engagement and Funding

- An application for funding from Rosca Trust has been submitted for community events.
- Challenges in booking venues due to high demand.
- Plans to distribute leaflets in deprived areas to increase community awareness.

Community Support and Outreach

- Discussion on identifying patients with drug and alcohol issues.
 - Current system allows tracking of patients with drug and alcohol records.
 - Challenge in reaching patients who may not be aware of available services.
- Plans to engage with community groups.
 - Aim to link with youth groups and community organizations.
 - A dedicated team (paramedic, nurse, social prescriber, health coach) will support outreach efforts.

Next Meeting March 25th at Norton Place From 1.30pm to 2.30pm