

Primary Care Network (PCN) Patients Participation Group

Held at Norton Place, Southend on Sea on Tuesday 28th May 2024 @ 13.30.

Present: George Cook – Shaftesbury Avenue, Sylvia Chittock – Shaftesbury Avenue, Malcom Chittock – Shaftesbury Avenue, Sarah Haddon – Shaftesbury Avenue, Chris Oden – Central Surgery, Steve Tomkinson – Thorpe Bay Surgery, Chris Casper – Central Surgery, James Irlam, - Operations Manager PCN, Kellie Dennis – Digital Transformation lead for the PCN, Ryan Rowley – Health and Wellbeing Coach for the PCN, Karen Goringe – Practice Manager at Thorpe Bay Surgery.

1. Introduction & Apologies: All present introduced themselves.

2. Going Forward:

KD thanked everyone for attending. Everyone was advised that the PPG group would be changing to a new format, it was suggested that patients who attend the meetings be nominated as Chairperson and Secretary. Input was requested by KD as to how the PPG can grow and how to recruit more patients to the group. KG suggested that the Chairperson and Secretary are members of the PPG and not a member of staff from one of the practices or PCN. KD to supply a job description for both Chairperson and Secretary. Kellie has suggested that the members share the roles on a rolling six monthly basis.

- Facebook
- Newsletter
- Posters in Reception Areas
- Verbally
- Shoebury Residents Association will put a request in their newsletter for patients to attend.
- Leaflets in Reception
- QR Code
- Word of Mouth
- Community Events – KD has requested that the PCN are made aware of the next community event.

It was suggested that the PPG group needed to be refined, KD explained that this is what we are currently trying to achieve. It was suggested that should the group become too large to be held at the PCN, a new location will be looked for, also digitally although this will prevent some patients from attending due to no internet connection.

It was suggested that text messages be sent to patients regarding the PPG meetings, unfortunately this would not be possible due to the substantial number of messages that would be sent out and the overall cost to the

practices. KG suggested that each practice (if it already does not have one) have a notice board in reception for the solely for the PPG, this can then be used to advise patients of when and where the next meeting will be.

Mr Casper – Central Surgery, has written an introduction to the PPG, he informed us that Pink – Practice Manager at Central Surgery, has sent out text message to patients which resulted in two new members attending the PPG at Central. Mr Casper requested that the minutes be made available to all patients via the practice websites. KD has asked if Mr Casper would be happy to share his introduction with the PPG, he said that he was happy to do this.

KD suggested that at the next Health and Wellbeing Day, a table would be available to the PPG to speak to patients regarding joining the meetings. It was mentioned that the members of the PPG would like to see how the Health and Wellbeing Day is run before deciding on this matter.

Going forward an action plan will be supplied at each meeting. KG to supply KD with a copy.

It was agreed by all members that the PPG concentrate on making the group as successful as it can be and hopefully expand into bigger projects once the PPG has more members.

Mrs Haddon enquired how do patients know that there is a Southend East PCN website, Kellie explained that the PCN website has more than two thousand visits per month. The PCN have one of the strongest websites in the area.

3. Ground Rules:

It was agreed by all present that personal medical problems are not to be discussed at the meetings.

The PCN already have some ground rules listed on their website but feel that further rules are needed.

4. Proposed Closure of Shaftesbury Avenue

We have had to change the venue of the meeting due to over ninety patients wanting to attend the meeting, the time of the meeting has also changed to accommodate patients that were unable to attend during the working day. The meeting will now be held on the 4th of June 2024 @ 6.30pm and located at St Andrews Church Hall.

5. Data

Mr Tomkinson – Thorpe Bay Surgery, enquired whether the practices were able to provide data. KG and KG advised that we could supply numbers but not any confidential information.

Mr Tomkinson would like date regarding Anima, KD advised that a lot of data will be available for discussion at the engagement meeting on the 4th of June.

6. Ryan Rowley – Health and Wellbeing Coach

Ryan explained what his job role is to support people with their health and lifestyle, he speaks to patients regarding exercise, weight, and lifestyle. Clinicians can refer directly to Ryan who will then contact the patient, who will receive six appointments of 1 hour across 6 months. Uptake of this service has been highly successful. Ryan is planning to start and walk and welfare group for all the practices, more information will be available once this has been confirmed.

7. Any Other Business:

Dr Kumar's practice do not at present have a PPG but are currently in the process of creating one, Dr Palacin's Surgery do have a PPG and we are hoping that they will start to attend these meetings.

Mr Tomkinson stated that he did not know that TB had a PPG group but thinks it is a good idea, he is also representing Thorpe Bay Residents Association. KG informed Mr Tomkinson that she would be able to help with any issues that he has and gave him her email address.

All members were advised that a digital triage system would be rolled out nationwide. Mr Cole suggested that he did not think that Anima was a good system, Sarah Haddon thought that it was a good system.

James Irlam confirmed that all A & E Attendances are followed up to ensure that the patient is receiving the right follow up, i.e., a patient is seen in A & E for breathing difficulties due to mould in the property that they are living in, a social prescriber will contact the patient to see if we can help them.

Mr Casper enquired about the screens that have been installed at the practices. KD confirmed that some of the practices had already had the screen installed. It was confirmed that no advertising would be allowed. It was suggested that information regarding the PPG was added and how many DNA's (did not attend) happened at the practices.

Sarah Haddon to send information regarding ICB, PCN video so that it can be put on the screens at the practices.

KG stated that Anima will be remaining at the practices, also that it is not part of the NHS contract that every practice in the Country will need some form of triage service. Mr Tomkinson stated that he had written to the practice with feedback regarding Anima, KD explained that Anima run on a four weekly rolling system and any suggestions that are made to the company could take up to a month to change or add. It was confirmed that all triaging was performed by clinicians and not non-medical staff. All triaging appointments are cleared by close of practice on a Friday afternoon.

The website will be updated for Thorpe Bay, Shaftesbury and North Shoebury surgeries, it will be named Southend Coastal Surgeries with links to the practices. The PPG will be informed once this had been completed.

8. Date of next meeting:

Tuesday 23rd July 2024 @ 1.30pm.