**Minutes of Patient Group Meeting**

**Friday 20 August 2021**

**5pm – 6pm**

**London Road Surgery**

**Patient Group members:**

Alan Coates

Joyce Coates

Anita Engleman

Martin Engleman

Diane Lawrence

Robert Lock

**Dr Ope-Ewe (OAO)**

**Interim Practice Manager:** Grainne Donnelly (GD)

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|  | **Welcome** |  |
|  | Dr Ope-Ewe welcomed everyone to the meeting |  |
| **1.** | **Minutes of the last meeting** | All |
|  | No minutes this time but we will have an agenda and minutes for every meeting |  |
| **2.** | **Practice Update** | All |
|  | GD gave an update on the new patient newsletter which is published on the website. There is hope the community will support some patients without a computer by printing a copy for their neighbour during this pandemic. Pre-pandemic it would have gone to all Pharmacies who would add it to their medication delivery bags.  GD to add Wells Pharmacy to the list of Pharmacies on the newsletter.  GD discussed the service Live Well Link Well **0300 303** [**livewell.linkwell@nhs.net**](mailto:livewell.linkwell@nhs.net)  Patients can call or email themselves or the practice can refer them to sort non-medical problems such as mobility aids, financial worries, bereavement and finding clubs to join.  Healthwatch Essex is a charity set up to help patients find the services locally to them such as Toe cutting or finding a wheelchair. |  |
| **3.** | **Patient Survey** |  |
|  | GD discussed the new Patient Survey which is on the website and in Reception. Results will be published on the website |  |
| **4.** | **Development of the London Road Surgery** |  |
|  | This was discussed and it was agreed that new members are needed and those from all age groups especially the young.  This could be advertised more on the website and in the Waiting Room.  A Virtual Group will be useful to have especially when we need to ask for patient views and opinions.  GD discussed some new initiatives in Primary Care:  Pharmacists, who can check medication re authorise and prescribe certain drugs.  The group discussed the new phone system, it was agreed that it was much better than the last one.  The 30 minutes allocated for the car park was discussed. If not in place it would allow shoppers to use the car park not patients.  GD to organise a Talk from The Alzheimer’s Society to discuss preparation before diagnosis. |  |
| **5.** | **Our Mission Statement:**  **The practice aims to provide a high level of primary healthcare to the local community, with the emphasis on the family and the active use of giving good medical advice to our patients which will empower them to both prevent illness and improve their standard of healthcare. It is our intention to promote a healthier lifestyle to the community within which we work by providing a wide range of services.** |  |
|  | GD reminded the group of the mission statement of the practice. |  |
| **6.** | **Next Steps**  **CQC Remote Inspection Monday 23 August at 12.00 with a Patient Group Member** |  |
|  | GD asked for a member of the group to speak to the CQC Inspector.  Alan and Joyce Coates kindly volunteered. Thank you |  |
|  | **Date of next meeting:** October 2021 |  |
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