**Forge Close Surgery Patient Group**

**Meeting Minutes**

**Forge Close Surgery**

**8 March 2023, 7pm**

**Attendees:**

Orla Penruddocke (Acting Chair), Dr Mano Mageson, Patricia Bacca, Debbie Barrett, Joy Halligan, Doreen Hobbs, Mary Mills, Nicola Mushet, Andrew Ramsay and Harry Shannon.

**Apologies:** Stanley Bradshaw (Chair), Deirdre Bainbridge, Eimear Penruddocke, Claire Smith and Wen Wong.

In Stanley’s absence Orla said that she was happy to chair the meeting and Joy had agreed to step into the role of Secretary.

Clare Scriven had asked for her name to be removed from the list of members of the group.

**1 Minutes of previous meeting and Action Points**

The minutes of the previous meeting on 30 November 2022 were agreed and the correct spelling of Andrew Ramsay’s surname was noted.

The Action Points from the previous meeting were discussed:

* Dr Singh had agreed to check if patients are being offered face to face appointments if they ask to see her.

Dr Mageson confirmed that when appointments are available, patients are now being offered the choice of face to face or telephone appointments for all the doctors. Patients appear to be getting used to telephone calls and they are often requested (e.g. in adverse weather conditions). If, during a telephone call, the doctor decides the patient needs to be seen in person, he/she is invited into the surgery. The waiting room is manageable.

Patients with Covid symptoms are requested to take a Covid test before coming into the surgery and not to attend if they have a positive result. Although health professionals are continuing to wear masks, patients are encouraged to do so, although this is not enforced. Chairs in the waiting room have been placed in rows to reduce the risk of passing on infection.

Consultations via Zoom or MS Teams could be arranged with a doctor if requested although the potential lack of confidentiality is a consideration.

* The remaining Action Points around communications would be dealt with during the meeting.

**2 Dr Mageson’s Surgery Update**

Dr Mageson reported that additional healthcare professionals were now allocated to the surgery by Hayeswick PCN (Primary Care Network) on a part-time trial basis, each week. These are a Paramedic, Pharmacists, Physiotherapist, Physician’s Assistant, and a Mental Health Practitioner. It is hoped that the initiative will continue from April 2023 with a regular rota available, so that consultations can be booked in advance. At the moment reception staff are offering appointments, as appropriate, from 8am as an alternative to the doctor.

Dr Mageson was asked about the role of the Practice Nurse and confirmed that Faith currently works four days per week covering a range of services including Asthma, COPD, Learning Disability patients and smears. The Mental Health Practitioner works one day each week and the Social Prescriber has a clinic on Monday afternoons.

Dr Mageson said all these new services will be promoted to patients in due course.

There are five local surgeries within Hayeswick PCN: Addington Road, Forge Close, Pickhurst, Station Road and Wickham Park. It is envisaged that eventually patients will be able to choose to attend a particular appointment at any of these surgeries.

Orla asked for an update on Patient Access. Dr Mageson confirmed that it’s now available via the NHS App or the NHS website. Although the NHS is keen to offer patients the opportunity to access all their medical records, at the moment the ICB (Integrated Care Board for S E London) is allowing only medications and blood test results to be made available. The sensitivity of some information (e.g. involving child protection) is an issue and safety and security of patient data is paramount.

Dr Mageson agreed to forward to members a link for demonstration of the new surgery website.

**3 Patient Questions**

There were none.

**4 Communications**

These topics were revisited from the General Action points from the last meeting:

* **Raising awareness of the Hayeswick PCN and the benefits for patients**

Dr Mageson said that he considered there would be value in having a new Patient Group covering the five surgeries in the PCN. Alternatively, issues could be fed back to the Clinical Director of the PCN via the individual Patient Groups. Dr Mageson agreed to pursue the idea.

* **Raising awareness of the new roles within the surgery**

Orla said it would be appreciated if the Social Prescriber could meet with the group to explain more about her role.

* **Consider how to refresh noticeboards within the waiting area**

It was suggested that now that more patients are coming into the surgery, it might be a good time to take a fresh look at items on the noticeboards, checking on their relevance and introducing new topics, such as the PCN.

**5 Any Other Business**

* **Flu vaccines**

Dr Mageson reported that a new software is being installed which will allow patients to book their flu jab from a link in the text message invitation.

* **Hayes Fair**

Orla asked if the group was prepared to have a stall again at Hayes Fair on Sunday 11 June 2023.

It was generally agreed that in light of the introduction of Hayeswick PCN within the area, it would be a good opportunity for the PCN to take a lead, with support from the other surgeries. Dr Mageson agreed to put forward the suggestion.

* **Forge Close talks**

Dr Mageson reported that as Tracey has been made redundant, he was pursuing other links to book consultants and would open up the talks to patients of other surgeries within the PCN.

* **Closure of Lloyds Pharmacies**

Harry reported that Lloyds Pharmacy is being broken up as a company and sold off.

* **Job Coaches being placed in surgeries**

Harry said that he’d read an article that Jeremy Hunt is promoting this idea to help older people to get back into employment.

**General Action Points from the meeting:**

* Dr Mageson agreed to forward to Patient Group members a link to a demonstration of the new Forge Close website.
* Dr Mageson to pursue the idea of a Patient Group for Hayeswick PCN or a method of feeding back to the Clinical Director of the PCN from Patients Groups of the individual surgeries.
* Dr Mageson to put the idea forward to the PCN having a stall at Hayes Fair on 11 June 2023 to promote awareness to the public about the PCN.

**Next meeting: Wednesday 7 June 2023 at 7pm at Forge Close Surgery.**