

**Palace Road Surrey  
Patient Participation Group Meeting  
Thursday 19.06.22  
2pm-3pm**

Anushia offered the patients refreshments on arrival.

Anushia opened the meeting by saying a big thank you to everyone for attending the meeting and taking time out to join us on to discuss their views and opinions on how we can improve our current services.

Anushia then asked everyone to introduce themselves to the group by saying their first names.

### **Health and Care Act 2022**

The Health and Care Act 2022 (the Act) contains the biggest reforms to the NHS in nearly a decade, laying the foundations to improve health outcomes by joining up NHS, social care and public health services at a local level and tackling growing health inequalities.

The majority of the Act is focused on developing system working with integrated care systems (ICSs) being put on a statutory footing through the creation of integrated care boards (ICBs). It also moves the NHS away from competitive tendering by default and towards collaborative delivery.

The Act formally merges NHS England and NHS Improvement and gives the secretary of state a range of powers of direction over the national NHS bodies and local systems and trusts. Other provisions include putting the Healthcare Safety Investigation Branch (HSIB) on a statutory footing; a new legal power to make payments directly to social care providers; the development of a new procurement regime for the NHS; and a new duty on the secretary of state to report on the system for assessing and meeting the workforce needs of the health service in England.

GP surgeries can offer appointments with a range of health professionals including a GP, nurse, clinical pharmacist or physiotherapist, depending on your situation.

**Appointments may be face to face, over the phone or online.**

**How to book, change or cancel an appointment.**

If you think you need an appointment at your GP surgery, you can contact the surgery using a form on the practice website, or in person, by going into the surgery and talking to the receptionist. You can also use the NHS app to communicate with the surgery.

Before booking an appointment, the Receptionist will ask what you need help with.

This will help them decide how soon you need to be seen and help them choose the most suitable doctor, nurse or health professional to help you.

### **Getting a fit note**

If you're unwell and cannot work, you may need a fit note (sometimes called a sick note) for your employer.

### **When you need a fit note**

You might need a fit note if you're unwell and cannot work for more than 7 days, including weekends and bank holidays.

You do not need a fit note if you cannot work for 7 days or less.

### **How to get a fit note**

You can ask for a fit note from a healthcare professional supporting your care. Healthcare professionals who can provide fit notes are:

doctors

nurses

pharmacists at GP surgeries, hospitals and clinics

physiotherapists

occupational therapists

The healthcare professional will talk with you in person or on the phone. They will assess whether you're "not fit for work" or "may be fit for work" with support from your employer. If your employer cannot offer the support advised by a healthcare professional, then the fit note is treated as though it says you're "not fit for work".

You can request a fit note via the practice website : [www.palaceroadsurgery@nhs.net](mailto:www.palaceroadsurgery@nhs.net) or if you prefer you can come to the surgery and give a note to the Receptionist.

### **Video consultations**

Most GP surgeries, hospitals, mental health services and community care services now offer video consultations.

This is where you speak to a doctor or healthcare professional using the video camera in your smartphone, tablet or computer.

This can save you time as you will not need to travel for a face-to-face appointment. It will help to stop infections spreading such as COVID-19.

If a GP, doctor or healthcare professional recommends you have a video call, you will get a text, email or letter with a date and time for the appointment.

### **What you need for a video consultation**

To have a video consultation you need:

a smartphone, tablet or computer that allows video calling – remember to make sure your microphone and camera are switched on

an internet connection

a well-lit, quiet and private space so the GP, nurse or other health professional can see you clearly

### **What happens during a video consultation**

A video call is very similar to a face-to-face appointment. You will get the same care.

The GP, doctor or healthcare professional will ask you questions about your health to work out the best treatment for you. You can also ask any questions you may have.

It might help to write down what they say, so you keep a record. Any notes will be added to your record after the call.

If you are prescribed any medicine, the doctor or healthcare professional will give you advice on how to take it. They may talk to you about the best way of getting your prescription.

They can refer you if needed or give you any advice just as they would during a face-to-face appointment.

If your video call does not work or you do not have signal, they will try a phone call instead.

If this is not possible, you will be able to rebook your appointment.

Anushia closed the meeting.