**HIGHLANDS SURGERY PATIENT REFERENCE GROUP**

Meeting held at The Estuary Club, 1386, London Road, Leigh on Sea SS9 2SQ

**MINUTES OF MEETING HELD ON 25.09.18.**

1. **MEMBERS IN ATTENDANCE:**

Dr Grant KB Practice Manager PH Chair BB KB LB ED FG NH PHa WH AJ SJ RL-B ML-B AL LL HN CP JP MP JS JJ-S LS MS PS-S BW SW.

**Apologies:** BG DJ DW SM VC JS TB PS

**New Members:** Three new members were welcomed to the meeting.

1. **MINUTES OF LAST MEETING**

The minutes of the last meeting were read and agreed by all to be a true and accurate record.

1. **MATTERS ARISING**
2. **PH** reported that she had written regarding the resident permit parking scheme. She has since heard that the scheme had gone before committee and been rejected. As an alternative, it was possible that more double yellow lines would be painted on the corners of roads to restrict parking there. It was agreed by all this was a good conclusion.
3. One member present remarked that on telephoning the surgery recently they had found themselves 10th in the queue. **KB** responded informing those present that 3 new receptionists had recently been employed, with the sole purpose of answering calls, which would make answering quicker. She also said she would be meeting with the telephone company on 17th Oct, which hopefully might further address any existing problems. Another member felt that response was better and reported they had managed to get through more speedily of late
4. **FLU CLINICS**

Those who volunteered for the first flu clinic on Sat 22nd Sept were thanked for their hard work. 504patients were vaccinated. Volunteers who had previously covered flu clinics said this was one of the highest uptakes they recalled in recent years. The feedback was that the clinic worked well and ran smoothly. **KB** advised that due to the high uptake and the late delivery of further vaccine, patients over 64 years old for the following Saturday had been advised that it might be best to attend a later clinic. There is currently a national delay in receiving that particular vaccine, but a further delivery was due at the end of October. There was no problem with vaccine for the 18 – 64 age group.

Some questions were asked regarding vaccine.

What was the difference in vaccine for the 2 age groups? It was explained that over 65s received a tri element, whereas under 65’s received a quad element. The duration of the vaccine was questioned; we were informed it lasts for 12 months. We were also told the vaccine usually takes about 2 weeks before it kicks in.

Thanks were given to **KB** as this was the first flu clinic she had organised.

1. **WEBSITE UPDATE**

We were informed the website had been updated. Some changes had been made by the company that runs the website. A member remarked that they had experienced some problems with patient ID, and seeing previous test results. **KB** said she would check this out.

1. **NEWSLETTER**

We were advised the Autumn Newsletter was now ready to go out, but few articles had been received. We were encouraged yet again, to try to submit some articles, as newsletter input was really down to us. We were reminded we could submit articles or subjects for articles.

1. **BOOK FOR DR HUSSELBEE**

We were told that a book had been put out on a trolley in the surgery waiting room, patients who would like to record messages for Dr Husselbee, who will be retiring at the end of October, are invited to write in the book.

1. **CCG ENGAGEMENT EVENT**

**PH** advised members present that this meeting was taking place on Mon 15th Octoberand that details of time and venue were available for anyone who was interested in attending.

1. **A.O.B.**

**PH** said she had received an email regarding the campaign to donate scarves for people with breathing difficulties, the scarves needed to be of the knitted variety, rather than the material variety. **PH** had an email for anyone who enjoyed knitting and would be happy to knit scarves.

A question was asked regarding, a call back call from a doctor in the surgery. It was asked whether this took place in the doctor’s own room or in a room with others. The answer was it can be either. **KB** assured us that all members of staff abide by the NHS code of confidentiality. We were advised that it was not possible to guarantee that the call would come from a quiet single room.

Another question was asked regarding the need to tell reception staff the nature of the problem, when ringing up, for this then being emailed to the doctors. **KB** explained that reception only glean information so the correct triaging can take place. Reception staff will respect a patient’s right to withhold that information, but this does mean there is no information to assist with triaging. It was suggested the system might be difficult for anyone with a social phobia and so is unable to phone, the best suggestion was that maybe these people could visit the surgery. We were assured that reception staff do try to be as helpful and considerate as possible.

Another question was asked as to why it was not possible to book blood tests at the Thames Drive clinic in advance? We were told this is because that clinic is not part of Southend’s Phlebotomy service.

It was raised that if Dr Husselbee was your named doctor, what would happen when he retired? We were informed his patients would be distributed amongst the other doctors in the surgery.

**Time and date of next meeting**

**The Estuary Club on Tuesday October 30th at 12.30pm**