**HIGHLANDS SURGERY PATIENT REFERENCE GROUP**

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

**MINUTES OF MEETING HELD ON 30.10.18.**

1. **MEMBERS IN ATTENDANCE:**

Dr Grant, KB Practice Manager, DW Asst Practice Manager, PH Chair, LB KB VC BG PHa WH SJ AL EM SMo HN MP JP CP LS JSL JSk JSd BW SW.

**Apologies:**

BB ED JJS AJ ML-B RL-B MS GW TB

**New Members:** Two new members were welcomed to the meeting, IB & PS.

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. **DNAs**

A member asked whether it might be a good idea if regular DNAs were asked to attend the surgery and speak to the Practice Manager before being given a further appointment. **KB** said she would take the idea back to the partners and see what they thought. **DW** advised that a letter was sent out after a 3rd DNA. She explained that DNAs were a problem across the whole NHS, it was frustrating, but it was really difficult to come up with any answer that worked. She told us an alert does come up on screen if an appointment is missed, so a receptionist can flag this up with a patient and ask them to write their new appointment down, but beyond that it was the individual’s responsibility to keep the appointment.

**FLU VACCINE UPDATE**.

**KB** advised us that the new batch of vaccines was due to arrive on Weds 31st October. The shortage of vaccines had been a nationwide problem. She explained that care homes and the housebound had been prioritised. We were advised the surgery should receive enough vaccine for 800 vaccinations. She explained the numbers ordered were based on last year’s update with an added percentage for those who would have reached 65 years of age during the current year, and for those patients who had joined the surgery from Lydia House. A member had read an NHS article advising prioritisation for those over 75 years. **KB** said it could be a possible thought for next year. The next flu clinic was Sat 3rd Nov, with the first mop up clinic taking place on Weds 14th Nov.

1. **WEBSITE UPDATE**

**KB** advised us she had contacted the website company and all changes were due to a national update. All the points we had made regarding the website had been fed back, but there had been no response even though the company had been chased up. A member remarked they had found it difficult to book a Drs appointment on line, as there seemed to be no appointments available. They were advised that appointments tend to be taken very quickly. Another member remarked they had found it very easy to check results.

1. **CYCLE RACK**

A member had queried whether there should be a cycle rack at the surgery. **DW** informed us there are already two cycle bars, which are used as cycle racks.

1. **UPDATE ON SURGERY EXTENSION**

**DW** informed us there would be no further progress until the New Year because time at present needed to be given to clinical issues. The extension would involve building a 2nd storey on the rear of the building.

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

A member asked whether liquid nitrogen is still in short supply. The answer was yes, but the CCG were aware of the issue and information from 2017 was currently being collated.

A question was asked about EpiPens. We were advised there is a national shortage and that current advice is to keep outdated pens. Prescription staff will receive any updated information so, if information was required, it would be best to contact the surgery.

Another member asked if we have the right ratio of GPs to patients. **DR G** replied that we were close to being there, but that was because the surgery was using locums; it is hoped that this will change over the next year. We were advised that there are currently 13,400 patients at the surgery. In 2002 there were only 7,500 patients. **DR G** advised us there are currently 3 partners, Dr Houston, Dr Grant & Dr Shaw, 2 salaried doctors, Dr Arkus and Dr Raza, and locums, Dr Huynh, Dr Trang, Dr Watkins, Dr Oyenini, and Dr Palmer.

**Time and date of next meeting**

The next meeting will take place at The Estuary Club on **Tuesday 27th November** at 12.30pm