**Minutes of Patient Group Meeting**

**Wednesday 5 October 2022**

**1pm – 2pm**

**London Road Surgery**

**Patient Group members:**

Anita Engleman

Martin Engleman

Robert Smith

Brian Smith

**Apologies:** D. Lawrence (London Road Surgery) & JDK (Robert Frew Medical Centre)

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

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|  | **Welcome** |  |
|  | Grainne welcomed everyone to the meeting  GD apologised for the cancellation of the ICS who were due to attend the meeting but will next attend at the next meeting. GD to inform them of the date agreed by the group. |  |
| 1 | **Minutes of the last meeting 28.7.22** |  |
|  | No review of minutes from meeting as already sent out and on the website. |  |
| 2 | **Reminder: NHS App and Online services**  **Contact Details: Email and SMS**  **Website**  **e-consult** |  |
|  | GD reminded the group of the benefits of the NHS App and using our Online Services. Prescriptions are processed faster when sent electronically.  We are now checking with patients that we have the correct contact details for them. We have software called ACCURX which allows us to send documents and leaflets via SMS or Email. ACCURX will allow the patient to respond if the clinician has asked a question.  Website is updated regularly by GD. GD gave a demo of the website and what information is available to view.  E-consult is our new online consultation service which is accessed via the website. It is at the top of Home Page. Clinicians will respond within 48 hours. |  |
| **3** | **Development of London Road Surgery to be Dementia Friendly**  **New Signs on 14 October 2022** |  |
|  | We continue to work towards being Dementia Friendly and we will have new internal signs installed later this month. |  |
| **4** | **Flu and COVID Clinics** |  |
|  | Flu clinics are available weekdays starting 7.10.22 and Saturday Clinics will be 8 15 and 22 October 2022  Wickford PCN has agreed to run COVID clinics at a practice level. |  |
| **5** | **Community Pharmacy Consultation Service (CPCS)** |  |
|  | GD discussed the new Community Pharmacy Consultation Service (CPCS) and the support they give Primary Care as Pharmacists are highly qualified healthcare professionals. We can now refer into them, and the Pharmacist will refer the patient back to us if they need to. |  |
|  | **Reminder:**  Self-Care and use of website and local pharmacist  PCN Staff:  -PCN Pharmacists  -PCN Care Home ANP  -PCN Dietician  -Social Prescriber  Community Pharmacy Consultation Service (CPCS) |  |
|  | **Mission statement: Right Treatment by the Right Clinician at the Right Time, in the Right Place**  **Care Compassion Quality Safety Inclusivity: Patient at the centre of what we do** |  |
|  | Close of the meeting |  |
|  | **Date of next meeting: 23.11.22 1pm** |  |