**Minutes of Patient Group Meeting**

**Wednesday 23 November 2022**

**1pm – 2pm**

**London Road Surgery**

**Patient Group members:**

Anita Engleman

Martin Engleman

Robert Smith

Mrs Smith

**Apologies:** D. Lawrence (London Road Surgery)

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

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|  | **Welcome** |  |
|  | Grainne welcomed everyone to the meeting |  |
|  | Presentation: Integrated Care System (ICS) and Active Essex with Kelly Burke Transformation Officer ICS and Linzi Young – ACTIVE ESSEX  Discussion around the new ICS and how GP practices are changing and how they will work together with Health and Social care.  Lots of ideas were shared to take back to the ICB Team.  Handout showing the structure of the ICS and plans to work with organisations to support patients in the community. Linzi Young spoke about Active Essex and projects locally to support being active eg Buggy Walks |  |
| 1 | **Minutes of the last meeting 5.10.22** |  |
|  | 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. |  |
| **3** | **Development of London Road Surgery to be Dementia Friendly**  **New Signs on 14 October 2022** |  |
|  | We continue to work towards being Dementia Friendly |  |
| **4** | **Flu and COVID Clinics** |  |
|  | Flu clinics will continue to be run into December 2022 |  |
|  | **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: 25.1.23** |  |