

MINUTES OF A MEETING ON 26TH JULY 2017 OF LISTER MEDICAL CENTRE PATIENT SUPPORT GROUP WHICH TOOK PLACE AT 12 NOON AT ST. JAMES CHURCH HARLOW.

Present: Officers: Brian Cooper (Chair), Sheila Smith (Fund Raiser and Caterer), Moyna Strowman (Secretary). Members: Evelyn Bailey, Eddie and Margery Collier, Margaret Devine, Barbara Foster, Mary Goddard, Marlene Heinecke, Charmaine Izzard, Linn Merrell, Jim Mindham, Doctor Pushpaben Mistry, Margaret Remfry, Patricia Robey, Mr. David and Mrs. Lillian Swallow. Surgery representatives: Karen Cakmac (Practice Manager), Bethany Wilson (Deputy Practice Manager), Amanda Ritchie (Reception Team Lead), Maggie Johnson (Reception). Speakers: Ian Walker and Dr. Pretheet Suntharamoorthy.

1. Brian Cooper opened the meeting, welcomed everyone and thanked them for coming.
2. Apologies had been received from Isabel Eckersal, Tricia Fitzgibbon and Doreen Smith.
3. Brian asked for a moment of pause to reflect upon the passing of Stan Batho who had been one of the founder members of the Group and a substantial benefactor. After the pause, he said that at the evening meeting on the 7th September at the G.P.C.A. at 6.30pm, in addition to the new surgery there will be a discussion as to a suitable memorial for Stan. To reach the Maidmoore room, take the front entrance and turn right down to the end of the corridor. It is the room that flanks the car park. There is a facility in the room to make tea and coffee and biscuits will be supplied.
4. Minutes of the meeting on the 8th February 2017 had previously been approved and signed as a true record of the proceedings.
5. As to the Harlow and District Health Care Forum the next meeting is on the 16th August 2017 at 6.30pm at the Harlow Fire Station Conference room and the main speaker will be talking about the 111 out of hour's service. Everyone is welcome to attend.
6. Brian explained that for personal reasons he could not stay for the remainder of the meeting. He introduced the first speaker Ian Walker and handed the meeting over to Sheila Smith who had kindly agreed to Chair the rest of the meeting.
7. Ian Walker said that he is the clinical nurse lead practitioner for the service known as Healthy Minds and is employed by the West Essex Clinical Commissioning Group. He is based at the mental health service located at the Latton Bush Centre. He reviewed the current mental health services available in our area. If a patient is referred to the service or self refers the patient is triaged to decide on the condition requiring treatment and the treatment pathway suited to the needs of the patient. In some cases the type of illness is not one that is treated by the service and that person will be referred on to the appropriate service. There are interventions for mild or moderate conditions including: phobias, stress, panic, and mild to moderate anxiety. Ian mentioned the types of treatment for these illnesses. There are interventions to tackle severe depression, severe anxiety, social anxiety, health anxiety, obsessive compulsive disorder and post-traumatic disorder which require different approaches to treatment.

Types of treatment include: face to face sessions, psycho-educational courses, cognitive behavioural therapy sessions, group sessions, counselling, couple therapy, inter-personal

psychotherapy, and dynamic inter-personal therapy, depending on the needs of the patient with the intention of providing the best possible care with the least intensive intervention.

Referrals come from GPs, a care navigator, other bodies and patients are able to self- refer. He said there is a healthy minds practitioner at Lister house once a week, and at two other surgeries in the Town. (Lister reception is able to mention the service in an appropriate situation and Doctor Miranda Roberts at Lister Medical Centre is Clinical lead for mental health and learning disabilities with vulnerable adults in this area). Ian was thanked for his Talk.

8. Karen Cakmac together with Bethany Wilson provided the practice report. Karen will be at the meeting on 7th September along with Carol Sizeland. There is a plan setting out the times by which stages are to be completed with full completion by 10th September 2018 (no later than two weeks later otherwise there will be penalties). Surgery is now open 8am to 6pm (although the phones will be manned until 6.30pm). Administration space at the new building is at a premium raising some concerns. Our Management Team are looking at this aspect and are now planning use of the space available. A member raised a question about access to the site and this aspect should be raised with Carol Sizeland. Car parking spaces for patients will be available but there may be a charge – something else to ask about at the September meeting. Opening times appear on prescription request forms and this will be changed. A further recommendation was made for electronic communication Mrs. Heinecker raised a problem about collection of medication at the pharmacy. If a difficulty arises, prescriptions can be traced back at the surgery. Not being able to get through on phones mobile number 07934252256 to text cancellation was mentioned and this will be looked into. There were 399 wasted appointments in June. We are looking at ways of doing something about it e.g. text the patient before and on the day of the appointment. Bethany referred to email appointments – with regard to the NHS England funding five year forward view, our Clinical Commissioning Group now have full control of the funding. E-consult is one of the 10 high impact releasing time actions which have been implemented. Flu- jab day is on Saturday 23rd September 2017 and the Group was invited to come and have a stand explaining what we do also some fund raising. Sheila said she will try and do something on the day, probably 100 to 1. Anurita the chief pharmacist for the Clinical Commissioning Group would like to come to the next full meeting on 11th October 2017 to speak about over the counter medication and canvass the views of members. 385 million pounds a year is spent on over the counter medicines equating with 1300 pounds per patient in West Essex. Our CCG spent 1 million pounds on such medicines last year. What could that amount of money have otherwise been spent on? As to the telephones, Amanda Ritchie now works mornings and is producing positive results so that the service has really improved. On receipt of a call the menu choices of destination will change providing additional options. Mrs. Swallow said that she called 111 this morning and was referred to A. & E. An x-ray and scan were done and she was able to come to this meeting for 12 noon.

9. Doctor Pretheet Suntharamoorthy said he had a project which seeks to make sure that when a patient attends an appointment the time allotted of 10 minutes is not wasted. He has produced a video and a clip was shown. Using the time more effectively will achieve better outcomes. Being confident about symptoms so that they are communicated quickly will help patient and doctor. General practitioners do not deal with dental matters so patients should seek an appointment with a dentist. Patients should seek other advice for coughs and colds and other simple ailments. Perhaps consult with the 111 service or at a pharmacy (most pharmacies have a facility to speak to the

pharmacist, when necessary in a private room). Doctor Suntharamoorthy's video is to be displayed on screen in the waiting room.

10. Our next meetings are: THURSDAY 7th September 2017 6.30pm at the Maidmoore room , Great Parndon Community Centre, Abercrombie Way (free parking is available). Wednesday 11th October 2017 at 12 noon at St. James Church.

11. Speakers for the meeting on 11th October – Chief pharmacist from our CCG on the subject : “Prescribing over the counter medicines – should it be stopped?” and another to be arranged.

12. There being no other business, Sheila closed the meeting and thanked everyone for coming.

Chair: Brian Cooper Tel: 01279 430637. Fund Raiser and Caterer: Sheila Smith Tel: 01279 432838.

Secretary: Moyna Strowman Tel: 01279 432515.