**The Grove Medical Centre**

**Patient Group Meeting Minutes – 13 May 2024**

**Present – The Grove Surgery staff - Gary Lewis & Donna Tuffs**

**Patients: Bridie Dennis, Neil Hoskin, Karen Sandford,**

**Apologies: Maria Norgate, Pat Strack**

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|  | **Item** | **Status** |
|  | Minutes from 18 March were agreed |  |
|  | **Repeat patient Survey**  All had read the revised survey questions ahead of the meeting. Questions agreed  GL will progress with survey. | GL to take forward |
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|  | **Urgent Care Update**  In a recent meeting between NHS England and Herts & West Essex ICB, the ICB were advised to pause commissioning of any new services. This included the urgent minor illness service for Hertsmere which was due to go live in June. Further communication to come on this. | Await more info from ICB |
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|  | **MSK services**  New provider Circle Health has taken over patients from Connect. They will also be providing additional first contact MSK capacity for Practices/PCNs. First contact for patients will still be with MSK practitioners (not physiotherapists) in the surgery for assessment and patients may be given exercises.  Patients may also be referred to community based MSK services also provided by Circle Health, including for physiotherapy. |  |
|  | **Events**  Men’s Health Event Allum Hall 27 March  Dr Shapira, Gary, Joseph and Esther from the surgery. Bridie and Karen from patient group.  Very powerful talks by volunteers from prostate and bowel cancer charities. They will accept requests if people want to run more events.  Hertsmere is setting up a focus group with members from every surgery in the PCN group. This will look at planning and organising future events.  GL told us that a new group comprising members of each patient group may be commissioned.  All present were willing to join either group to help our local services and provide information via public events. | GL to give names to relevant parties |
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|  | **Surgery Website**  We found some sections and information needed amending and additional information would be helpful too. GL opened PC and we looked and agreed changes needed to be made. | Surgery will amend |
|  | **Prescription Services**  NHS and Patient Access apps are available for reordering and a message to the surgery may be included, prescriptions can also be requested via email or bringing in the paper slip or letter. The surgery needs 2 full days to process as the request is viewed by a GP and a clinical pharmacist. Chemists then need time to order e.g. Boots requires 2 full days.  If ordering on line you can check the status and if it has not progressed or there is a message you can contact the surgery. |  |
|  | **Pharmacy First**  There are 8 conditions that pharmacist can treat and patients will be directed to their pharmacy. | News  letter |
|  | **AOB**  New campaign by NHS about painkillers and long term pain  The ICB has a facebook page Herts and West Essex. | For news  Letter and website |
|  | **Next meeting** |  |
|  | Monday 15 July at the surgery  1pm meeting | Look out for minutes  And agenda |
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