

St. Andrew's Medical Centre

Notes of the meeting held on Monday 17th June 2024

Patient Representatives – RS, DM, MS, JR, CT, KL

Surgery Representatives

JM

EB

Apologies	Apologies received from: IS, MR
New Members	We have 1 new member KL
Ground Rules	Ground Rules reiterated as new members
Talk from Mental Health Navigators	SDJ, BC and KF joined meeting to discuss their services that they are now providing as part of being employed by the PCN. They can help support patients up to 12 weeks and can support with Housing, Community, and financial help. They can then also refer the patient to other services i.e. social services etc.
Best Ways to communicate	All members agreed that they were happy to be copied into PPG emails rather than being Bcc'd into emails. Not all members were in agreement of using 'WhatsApp' due to the security of it.
Practice Updates	Discussed that new St Andrews Medical Centre Facebook page is now up and running. Discussed staff changes of the management and nursing team.
Member Discussions – Travel Clinics	Travel Vaccines – EB discussed that these have currently stopped since Helen Lavender has left however we have a nurse that is currently undergoing some training to be able to pick up the travel clinics and that these will be back up and running in the near future. The current pharmacy that patients are being referred to are St Deny's Pharmacy in Crowborough. STAMC website to be updated with this information. (EB to action)
Member Discussions –Anima	Discussed anima and that it is compulsory for all patients to use the system. Also discussed that patients that do not have online access or unable to submit a request they can contact the surgery and reception will submit the request on behalf of the patient. RS raised that sometimes there is an issues if your device has to do a software update. JR raised that in the past when they have done a request they have got to the end where it has said no more appointments left today. EB asked JR to see if they can get a photo of this if it happens again so can look into it more. EB will try to look into it in the interim. To perhaps put somewhere on anima that patients can contact the surgery if this occurs and is an emergency. (EB to action) . CT raised that the anima website does not have an independent verification on there. Is concerned around data on anima.

Member Discussions – allotment Group	MS has stated that she no longer wants to be part of the PPG/allotment group moving forward. Current issues around liability insurance and this has been passed onto the PCN if they wish to take this on and to keep the allotment within the PCN. KL is going to speak to a gentleman at the Allotment committee to see if there would be anyone interested in joining the allotment group and taking the reins of it. This will be discussed at the next meeting EB to add to next agenda. (KL and EB to action)
Member Discussions – Online Repeat Prescription Ordering	DM raised a point of technical issues with the NHS app and reception not being overly clear on what to do. Clear instructions or process for reception to be able to provide patients with when technical errors appear. (EB to action).
Ideas from members	Not discussed to be added to next meeting's agenda – (EB to action)
Date of Next Meeting	Monday 23 rd September at 1.30pm here at the surgery
Action points	Travel Vaccines temporary on hold – website to be updated – EB Anima start of request to ensure patients can contact surgery if not working – EB Allotment – getting new members – KL Allotment – to add to next meeting's agenda – EB Clear instruction and process for reception on online access/Troubleshoot – EB DNA's – EB to provide numbers Referrals to secondary care – EB to provide at next meeting NHS App drop in sessions – MR (Was not discussed in June Meeting)