**HIGHLANDS SURGERY PPG**

**Minutes of a meeting held on 24th June 2025**

**PRESENT** Dr A Shaw, Katie Baker (Practice. Manager) Pat Holden (Chair), SB KB SC VC JdT LE PHa VJ ML-B RL-B MN VO MP AR LSa LS JS DT MW SW

**APOLOGIES** JJS AJ ARw MWd

**MINUTES**

**PH** warmly welcomed us to the meeting, reminding all that the meeting was not about personal problems, but matters pertaining to the surgery.

She extended a very warm welcome to Tina Starling who had joined us to speak about Virtual Views and Vicki Oakwell who is Digital & Transformational lead for our PCN.

**MINUTES**

Minutes of the last meeting were agreed by all, there were no matters arising.

**VIRTUAL VIEWS**

Tina was invited to speak to us about Virtual Views, She introduced herself, saying she worked for the Mid and South Essex Integrated Care Scheme.  
She said our PPG was obviously just a small representation of the surgery and to increase participation some surgeries now held a virtual PPG meeting online. What she wanted to make us aware of was a VPPG - a digital platform which should reach a larger audience and much broader demographic and, hopefully, be able to feed back useful information.

A surgery within the Colne Valley PCN, shared a mid and south Essex survey on breast screening. Recent data has shown that only 52% of women take up the opportunity to have breast screening. The survey, to discover why women don’t attend, led to over a thousand replies.  The information shared will support future marketing campaigns and a video.

Travel data linked with DNAs (Did not arrive) has shown that 2% of patients miss out out on health services because of transport problems getting to hospital or clinic appointments. Once analysed, feedback to the hospital travel survey will help local hospitals to solve the issue.

Tina said she was hoping to start a VPPG platform called Virtual Views as another way to catch patients who can’t attend meetings. She distributed cards, explaining that, if patients wanted to get involved, they could:

* scan the QR code, which would require name, address, postcode
* If a patient consents to give extra information about relevant health issues they can then be sent appropriate surveys
* Patients can join a focus group

On the back of the card was another QR code for Research Engagement Network, also part of Tina’s remit. By scanning the QR code you could become part of research.

A few questions were asked.

* Is this data protected? – yes.
* Is information fed to the Wellbeing Board? - not at present
* Who has access to the results of surveys? - Tina and any surgery asked to participate.

Cards would be left at the surgery.

**PCN DIGITAL & TRANSFORMATIONAL LEAD**

Vicki introduced herself, saying she worked for Highlands & Pall Mall surgeries & was available to help with any digital needs patients had.  
She can be contacted on vicki.oakwell@nhs.net

**WEIGHT LOSS INJECTIONS**

* **Dr Shaw** said the surgery had to refer patients to the local ICB and the company they commissioned to provide the injections. He said our ICB had very strict conditions including
* BMI over 40 ( some ICBs say over 35)
* Diabetes
* Heart failure
* Sleep apnoea

**Dr Shaw** was hopeful that GP’s would be able to administer them in the future, he felt it could be as close as 6 – 12 months away.  
When asked if he would recommend them he said yes. There were certain reasons why an injection could not be administered to a patient, but the majority of people would qualify. Looking to the future, this could become preventive medicine. He explained it worked on certain hormones and was an appetite suppressant. Hopefully in time it brings about a behavioural change, which reduces a person’s appetite. There were of course some possible side effects such as light-headedness, diarrhoea and vomiting.

**SystmConnect**

It was asked whether this was only available during working hours? The answer was yes. **KB** explained there could be no response outside of that time otherwise it would make the system unmanageable as there would be too many accumulated requests to sort out the next day.

**DNAs** (Did Not Attend)

**KB** said there had been 39 in May, which was down from April’s figures. There had been

GP’s 15

Nurses 15

Pharmacist 3

MSK 3

HCA’s 3

The **next meeting** is to be held at **St Margaret’s Church Hall, Meeting Room 2**  
(entrance opposite the Church – first door on the right)

Lime Avenue, Leigh-on-Sea SS9 3PA  
on **Tuesday 30th July 2025** at **12.30pm**

New members welcome – just come along and join in.