**Notes of Angel Lane PPG Virtual Meeting. Tuesday 2nd August 2022**

1. June welcomed everyone to the meeting especially Paul who was joining us for the first time. Terry was thanked for organising the Zoom for us.
2. **Present:** Alison Southgate, Paul Bryant, Wendy Barron, Margaret Easter, Terry Moore, Raj Samtani, June and Phil Milne
3. **Apologies:** Dr Linn, Marian, Sue
4. **Minutes of Meeting:**  Minutes of 7th June were agreed and signed.
5. **Matters Arising:** Raj queried why the item regarding contacting MP was not in correct section. It was pointed out that the final decision not to contact our MP was taken at the end of the meeting by Dr Linn. Raj feels we need to keep up the pressure. Alison reported that a really good meeting had been held with the ICB (previously the CCG) and that they were setting up a joint meeting with John Task House but this had been a bit delayed dure to annual leave. Alison would be happy to write to our MP if it was felt necessary. It is clear that something will need to be done and there are various options which will be discussed as and when appropriate.
Wendy reported that there had been no more information regarding the Keir development. Alison will keep us up to date with what is happening.

1. **Treasurers Report.** Phil reported that there had been no change. £1.20p in funds. £300 will be required by February 2023 to service the blood pressure machine. Phil queried if the Teddy Tombola had taken place. Alison said no but it was in hand.
2. **Surgery News.** Dr Dita has now started 2 and a half days per week and has settled in well. We have 2 new members of the reception team, Linda as a receptionist and Cathy as a reception team leader to alongside Linda. Cathy has a vast amount of experience working in Primary Care.

Nurse Practitioner – Helen has left, Sarah is starting 10th August and has had lots of experience working as a Nurse Practitioner in Scotland

All of the Dispensary staff are now qualified to dispense with Debbie recently passing her qualification.

2 new GP registrars will be starting on Wednesday 3rd August, Dr Khan and Dr Ahmed. They will be with us for a minimum of 6 months for the first rotation of their GP training

 All rooms in the surgery are being used to capacity.

COVID Spring boosters are now mainly completed. In September over 50’s will be eligible for the autumn booster these will mainly be at Stansted but we will do some clinics here combining flu and covid. The surgery is working through the logistics for these which Alison hopes will commence on the

First Flu Clinic date of 8th October. Booking will start very soon. PPG members June, Phil, Marian, Wendy, Terry, Margaret. An admin assistant will be required with each practitioner therefore PPG members will be needed to direct, help with disabled access etc . Entrance will be via the back door except for those with mobility problems who will enter by the front door. PPG hope to run a Raffle in the

 waiting Room for when patients leave. It was agreed to have 3 baskets of donated

 items which PPG members will help with/obtain. 1 member will use a laptop to

register name, telephone number and 1 member will deal with money appropriate PPE

 Phil will work with Alison to sort out a plan.

 **Extended Access Survey.** The proposal has been submitted from patient responses.

Patients want AM/PM on Saturdays but not Sundays. NHS England may not agree but patients are used to what we have so we will hopefully continue with current extended access times in the early mornings and then add in weekend working. The Primary Care Network are working through ways of working for this and the changes will take effect from October.

1. **National Patient Survey**

This was sent out randomly to patients. Surgery need to look at responses and decide on a plan. This years results are a bit disappointing. Treatment was good but access is an issue. Alison went through the surgery results.

You can Google Patient Survey – GP Patient Survey.

Changes have been made in last 6 months by surgery which have had a knock on effect. Alison is looking into a new phone system, with the same company and she has applied for funding. The system would have more lines and patient records would be automatically accessed for each call. There is much more flexibility with the system enabling more people to answer the phone during peak times etc. Margaret reported that a number of our older patients were not happy to make phone calls early in the day incase they were being a nuisance. If it is not an emergency they want to know when to ring as some receptionists had been a little blunt. Alison said she was sorry for this and indicated routine matters should be after 10am and that reception is available until 6.30pm.

Appointments are put on the system 4/5 weeks in advance but the pre-bookable appointments are currently going very quickly. Surgery is now trying to be more proactive in calling the patients with follow up appointments etc rather than asking the patient to call.

Patients are made aware of the AccuRx system from the welcome message and patients are being encouraged to use this as much as possible to divert them away from the phone system.

Surgery medication reviews when needed can be booked by dispensing staff at the window again to save asking them to call the surgery.

Raj felt having AccuRx and Patient Access and NHS app was too complicated with too many different ways to contact the surgery. Alison said they were trying to cater for all patients by having a variety of options to access them and make it as easy as possible for patients to contact the surgery.

Alison will look at Website to see if any changes can be made to make it clearer.

Receptionists are care navigators so they help to guide patients to get the best treatment/Information needed. This could be being directed to a pharmacy, a GP pharmacist, our dispensary, nurse practitioners, MSK practitioners etc.

Wendy asked that patients be reminded that UCT are always available to help with transport at a cost of £10 per year.

Access and availability are the main issues BUT surgery is doing the above measures to try and resolve and improve this.

Patient Numbers are not going up at present.

1. **AOB**.

Terry reported on a recent very interesting experience at Whipps Cross Hospital. The corridor had been curtained professionally to give patients privacy and during his 7 Hr wait he noticed the same ambulance crew. When he questioned them they said it was their day off and they were doing triage work voluntarily!! He wondered where the NHS is going. Politicians!! Do they want total privatisation?

1. **Date of Next Meeting.** Tuesday 27th September 2pm.