Notes of Angel Lane Surgery PPG Virtual Meeting.

Tuesday 18th July 2023

1. In the absence of June. Wendy welcomed everyone to the meeting kindly arranged by Terry. Wendy then took the Minutes.

2. Present: Alison Southgate, Phil Milne, Raj Samtani, Wendy Barron.

3. Apologies: Dr Linn, Terry, Margaret for computer technical reasons, Marian and Sue

4. Minutes of meeting: Minutes of meeting held on 19th April were agreed by all for June to sign later.

5. Matters arising: Alison reported that the purchase of a wheelchair had been looked into and proposed the purchase of a manual chair with 18" seat and 18 stone in weight for £234.00. This was agreed by all.

6. Treasurer's Report: Same as previous meeting £625.20 so money available for wheelchair.

7. Surgery News:

* The blood pressure machine was causing concern as to whether it is still reading accurately even though it is calibrated regularly. It was agreed that tests be made by people using it and then having their pressure taken by hand to compare. Could be done by staff or anyone willing to help. Raj offered as he has his own machine.
* 2 new receptionists have started.
* A new GP Registrar is due to start on 2nd August.
* 2 paramedics are leaving but Olivia has started and is doing 2 days a week.
* **Flu Clinics** 2 dates booked 30th September and 7th October with doses ordered. Raffle and cake stall discussed but the plan was for entry via front and leave by the rear door so this could make it non-viable -further thought needed. (When reminders sent out it would include a note to bring cash)
* Masks were no longer required in the surgery but personal choice to use if required.
* New Check in Machine in waiting room to avoid waiting at reception.
* Screen in waiting room replaced.
* New Phone system not yet installed. Still problems with getting through to book on a daily basis due to volume but the surgery is constantly looking at this and trying to make this better by encouraging online access, not telling patients to call back and care navigation.
* Care Navigation communication had been delayed but will go out shortly.
* Non-urgent appointments - Raj queried how to book - best method was to use online system via the website. Alison said they could of course be still booked via the phoneline.

8. Fund Raising:

* Allison reported the surgery was looking into some form of shelter outside the dispensary which the PPG could help fund.
* The other thought was if the health monitor proved to be inaccurate the purchase of a new one.
* As a raffle at the Flu Clinic may not work Raj suggested Saturday Coffee Mornings as a possible fund raiser.

9. A.O.B. June's name had been given to the Eden Surgery (Hatfield Heath) as a contact, but Alison said she had not heard anything more.

10. Date of next Meeting: Tuesday 5th September at 3**.**00p.m. in the Surgery which was suggested as Margaret was not very happy to continue to access on zoom.