Notes of Angel Lane Surgery PPG Meeting.

Tuesday 12th September 2023

1. June welcomed everyone to the first meeting at the Surgery for some while. Alison tried to get a link for Raj and Paul to join on line, but the sound did not work so this was abandoned.

2. Present: Alison Southgate, Phil Milne, Margaret Easter, Wendy Barron, Terry Moore, June Milne.

3. Apologies: Dr Linn Marian and Sue

4. Minutes of meeting: Minutes of meeting held on 18th July were agreed and signed.

5. Matters arising: Alison reported that the purchase of a wheelchair had gone ahead, and they were very pleased with it. June said that she and Phil had seen it and it looked good. Sarah is setting up a maintenance schedule for it to ensure it is fit for purpose.

6. Treasurer's Report: Phil reported there is a balance of £393.20. Alison had received some bank statements which she will pass to Phil.

7. Surgery News

* Phone System – The first company wanted £6000 for cabling which was rejected.

Alison is now looking at other options to comply with the ICB Better Purchasing Framework whereby all telephony systems are fully cloud based.

Patients are being encouraged to use online facilities where possible to enable those who have no internet access to have better phone access.

* Dr. Dick a new registrar started in August and Dr Baloch has been here since February. They will be at surgery for six months as part of their training. The surgery are also currently hosting medical students from Anglia Ruskin University
* Two new receptionists have started and the surgery will be advertising again for receptionists and dispensary staff.
* Margaret asked if the number of patients had increased as a result of all the new houses. Alison said the increase had been very slow and was now up to 11000.
* New Check in Machine in waiting room to avoid waiting at reception is working well and Alison can change/add messages to it remotely.

8. Flu and covid clinics

Alison gave an update on how NHSE have changed the timings of the covid and flu campaigns this year as a result of new guidance. A new variant of covid has resulted in the vaccination campaign being brought forward, therefore the Covid vaccination campaign started yesterday with priority for those in residential and care homes and the housebound which are to be completed by 22nd October. The Flu vaccine will arrive on 26th September. Alison suggested that PPG members will get a block booking after this date for a flu and covid vaccine so they are covered before they start helping at the clinics which will take place on **7th, 14th and 21st October.**

Members asked how they could help -. 2 people will be required at front door, 1 on corridor and 1 on back door. The following is therefore suggested.

**7th – June, Phil, Wendy, Margaret, Terry.**

**14th – June, Phil, Wendy, Terry, Sue**

**21st – June, Phil, Wendy, Margaret, Sue.**

**\*\*\* Please let June know ASAP if this is ok**

**There will be no Fund Raising at the Clinics.**

9. Fund Raising/Future Projects.

Alison will check if the Health Monitor in the waiting room needs replacing.

A shelter over the dispensary window had been suggested and Dr Linn had looked into this. Alison will find out how far Dr Linn had got with his enquiries.

Margaret suggested a Lottery may be a way forward, but it was felt the management of it would probably be too onerous.

It was agreed that we would have a **Christmas Raffle of 3 Hampers.**

The surgery will provide the goods for one and June suggested that as in the past members should let her have some donations for the other two.

Alison suggested Monday and Friday as these are busy days. It was requested that we may consider a Tuesday as well.

**PPG members to let June know of their availability and then the probable dates in November, will be finalised.**

It is hoped to have these before the Flu Clinics so that posters can be put up in Surgery to let patients know of the raffle. If needed the card machine will be available for selling tickets and Phil will again use the computer for the tickets so no tickets are required.

10. AOB

* June's name had been given to the Eden Surgery (Hatfield Heath) as a contact but Alison said she had not heard anything more and nor had June.
* Margaret asked how many doctors were on duty each day.

Alison said it varies according to the day of the week but generally 2 or 3 GP’s and 2 or 3 ANP’s/paramedics/physician associates Alison said there is more funding for these roles but not Doctors.

* There was a discussion on how older people find it difficult to book as they sometimes do not have mobiles or computers. Therefore people who do have online access are encouraged to contact the surgery this way to then free up the telephone lines for those without online access.
* Alison said she or Sarah are available to help with any problems patients encounter and to encourage them to speak up.
* Phil commented on the wonderful service he has been experiencing with the surgery recently.

11. Date of next Meeting

Tuesday 7th November 2.30pm. in the Surgery. We will endeavour to get a link for those unable to be there in person.