**Notes of Angel Lane PPG virtual Meeting. Tuesday 13th October2020**

1. Everyone welcomed to the meeting.
2. **Present:** Alison Southgate, Margaret Easter, Raj Samtani, Terry Moore, Phil and June Milne. Wendy tried but had technical problems.
3. **Apologies,** Dr Linn,Sue Leslie, Marian Luketa
4. **Minutes of Meeting :** 28th July 2020 were agreed and signed.
5. **Matters Arising:** None
6. **Treasurers Report** £779.15 (was £578.65 – income Donation £200.50)

Total from Raj sponsorship £250.50. Still £100 to come.

1. **Surgery News/Covid 19:**

Surgery very, very busy. Most doctors consultations are by phone. The phones are very busy and so a new plan will soon be in operation which will give us more lines both incoming and outgoing. Interviews are taking place for more reception staff, particularly for the busy time of the first two hours. There has been no change in the number of doctors.

At present there is 1 weeks appointments available for booking but this may be increased to two weeks soon.

The surgery is looking at all ideas for the future, which will include more on line bookings but there will always be a balance to cater for all needs. The NHS App can be down loaded now for those able to use it.

The question was asked regarding booking appointments for elderly relatives in this way but it was thought this was not possible. Raj will experiment with regards to his mother and give us feedback.

In terms of Covid there does not appear to be much change at the present time but in view of what is happening globally, this could change rapidly.

1. **Flu Clinics.** These have gone extremely well and was so efficient that on some occasions patients were contacted on the day and asked to come in earlier, perhaps they won’t need the PPG in future!! But they missed the cakes!!

3 Clinics done so far with one more on 24th October.

High risk patients are being contacted in all age groups but otherwise patients can make their own bookings. The new cohort of 50-64 year olds are not included at present as guidelines have not been received. Vaccines should be available for this cohort by November, then vaccines will be ordered.

All eligible patients are encouraged to have a vaccine. Most are done on Saturday but Nurses are doing some clinics during the week. Let Alison know of any patients who you know who are having difficulties getting an appointment.

Vaccinations are also available at Pharmacies. AS suggested a donation box has

been put in the Surgery during clinics to ask for donations, with a simple Thank You but as patients are moving through flu clinics so quickly there has not been much chance.

1. **A.O.B**

Margaret thanked the surgery for all their help with some recent family difficulties.

Terry asked if there are many patients still collecting prescriptions from Surgery. Alison said there are not many non dispensing patients now who collect their prescriptions from the surgery. They are mainly done via EPS straight to the pharmacy. The dispensing patients still collect their medication from the surgery and therefore options are being considered for the winter as patients may not want to queue in inclement weather.

Some PPG members may be able to volunteer to help deliver prescriptions. Alison to find out numbers and let us know.

Alison reported that a number of letters had been received from patients and the positive Thanks You’s out numbered the ones of complaint.

Alison offered to look into changing from Teams to Zoom meetings in the future.

1. **Date of Next Virtual Meeting.**

Tuesday 5th January 2021.  **Alison will send out Joining Invitations.**

Although a little early everyone was wished a Happy Christmas.