**Notes of Angel Lane PPG Virtual Meeting. Wednesday 19th April 2023.**

1. June welcomed everyone to the meeting. Terry was thanked for organising the Zoom for us.
2. **Present:** Alison Southgate, Wendy Barron, Margaret Easter,

 June and Phil Milne.

1. **Apologies.** Dr.Linn, Marian, Raj, Sue, Terry, Paul
2. **Minutes of Meeting :**  Minutes of 28th February 2023 were agreed and signed.
3. **Matters Arising:** Alison apologised that she had not been able to order the wheelchair but would do so ASAP.
4. **Treasurers Report.** Phil reported that the balance was £625.20 having paid £330

for the Health Monitor Machine. The raffle and cake stall had raised £111. Everyone was thanked for their contributions. All the raffle prizes were collected.

1. **Surgery News.**
* **High demand and pressures on the appointment system**.

Alison reported that the Surgery was extremely busy. Easter and Bank Holidays cause a real problem. They lose approx. 500 appointments.

The Surgeryis auditing the system and adjustments need to be made to the appointment system but first need to deal with clearing a backlog of appointments to be able to start a new system.

* **Care navigation**

A document is due to be sent out to all patients to let them know of the different services available to them and where they may be navigated to rather than a GP appointment.

A Community Pharmacy Referral Scheme will be used more in future. The process will be reception send a referral following contact with a patient and the pharmacy will contact the patient to try and deal with the problem. The pharmacy will send an email back to the surgery if unable to deal with problem.

Opticians will also deal with eye problems. MSK clinicians have 4 session per week at Surgery which patients can be booked directly into. Patients are not always receptive to this so the reception need to give more of an explanation as to why this would be better for the patient, the leaflet will also help with this.

Margaret Easter asked approximately how many doctors were on duty each day. 3 or 4 per day. She also reported that patients had reported staff being aggressive. Alison apologised and said this is not acceptable and that she would talk to staff, but they are under a lot of pressure currently and staff have reported a much greater incidence of rude, demanding and sometimes aggressive patients than in recent times. The surgery is trying to recruit more reception staff but this is proving quite difficult in the current climate.

June asked if an increase in patient numbers due to all the new houses had caused a problem, but Alison said the list size had not really increased substantially.

Wendy explained that she had had a problem on Monday trying through on the telephone to get an appointment and when she did get through all the appointments had gone. However, she was triaged by the duty doctor and had an appointment for later that day. Alison explained that Monday morning at 8am is their busiest time on the telephone and the demand for appointments is greatest but was pleased that it appears the system worked, and Wendy received the appointment she needed.

Alison explained the new telephone system is planned and signed up and is on its way very soon. This will be more reliable and flexible but pointed out that still need the staff to answer it! She also reminded us of the 111 System and Drs were available over weekends.

A new GP Registrar Dr Baloch started last week.

* **Covid**.

Spring boosters will be available from next week for over 75’s and immuno

Suppressed patients. Home visits started today with care homes to be done next week.

All patients will receive a text message with details of availability at surgery. Patients can also go to other outlets e.g., Pharmacies until end of June. The NHS App can also be used to book but this would not be at the Surgery. Appointments can be booked from next week.

Stansted Surgery are not offering mass vaccination clinics at this time.

1. **Fund Raising.** The raffle and cake stall did well. All prizes had been collected. June thanked everyone for their contributions and help. She also reported that she found it useful to be able to talk to younger patients who had no idea who the PPG were as it is normally only the older patients at the Flu Clinics.

The question of new members for the PPG was highlighted but how? When?

June explained the situation regarding Raj’s health and his wish to try and raise some funds with a personal challenge which he had spoken to Peter about. He was wished a speedy recovery.

1. **Future Events.** Alison reported that her children were very keen to get involved. They had wanted to be involved in the cake and raffle Stalls. Watch this space.

Flu Clinics will take place so perhaps we can have a cake stall and a raffle.

The question of what we need to raise money for was discussed. Alison said that we may need to think about replacing the Blood Pressure Machine. It is used a lot but may be not quite so accurate now.

**AOB.** None.

**Date of Next Meeting.** 28th June, 2pm. Terry to be asked to set up the Zoom details