**Notes of Angel Lane PPG virtual Meeting. Wednesday 8th September 2021**

1. Everyone welcomed to the meeting after some problems with joining!!
2. **Present:** Alison Southgate, Margaret Easter, Terry Moore,

Wendy Barron, June Milne and Phil Milne (second half only).

1. **Apologies,** Dr Linn,Marian, Sue, Raj, Paul.
2. **Minutes of Meeting:**  20th July 2021 were agreed and signed.
3. **Matters Arising:** All dealt with under agenda.
4. **Treasurers Report** Bal. £671.20p. Phil asked Alison to let him have the latest bank statement.
5. **Surgery News/Covid Update**

* The surgery has 2 new Receptionists, Rebecca and Dawn and a new practice nurse Kate who works M/T/W all day. Jo has left.
* Dr T Ratnabalan has now qualified and is now employed by the surgery as a salaried GP and working 2 days a week.
* We now have 2 new GP registrars who have fitted in well. Dr M Lichtenstein and Dr J Perry who are both here for 6 months.
* Consultations are still being done by telephone unless on reading the booking notes the clinician feels a face to face is definitely required an appointment will be made.
* The front doors are still not freely open to avoid queues in foyer. However, if patients have a face to face appointment they are welcome to sit and wait in the waiting room if they prefer.
* The new room and collection window in the dispensary is up and running and working really well. There are yellow markings in the car park to prevent staff parking in front of the window.
* **Covid.** 12-15yr olds who are clinically extremely vulnerable now offered the vaccination. 16 and 17yr olds can also get the vaccination now although the uptake in this group is not great. Please spread the word if possible to encourage them.
* **Booster vaccination.** Angel Lane Surgeryhas still not received confirmation but 3rd dose is confirmed for the severely immunocompromised generally these are hospital patients and they informing those patients that come into this group as it needs to fit in timing wise with their treatment. Although it can be at the GP’s discretion too.
* **Flu Clinics.** The delivery of flu vaccinations has been delayed. This is a national issue. There will not be confirmation of a delivery date until 7 days beforehand. Clinics will then need to be booked very quickly.

Alison explained that her whole family has just had Covid. This has made her even more concerned about the risks and therefore to keep us safe it is unlikely we will be asked to help with the flu clinics when they are set. If we do Margaret would prefer to do AM only.

1. **AOB.**

Margaret reported that she had received several complaints about the time waiting when telephoning the surgery. Alison was surprised as she said that there are always 4 receptionists answering calls and she felt complaints had reduced. Patients receive a message immediately on ringing then they are held in a cloud until the next receptionist is available. For those who are able it is recommended we encourage them to use the AccuRx service via the website for general enquiries. Generally the feedback has been good.

1. **Date of Next Meeting.**  2nd November 2pm most likely by Zoom.