**Notes of Angel Lane PPG virtual meeting. Tuesday 11th May 2021**

1. Everyone welcomed to the meeting.
2. **Present:** Alison Southgate, Dr Linn, Margaret Easter, Raj Samtani, Terry Moore, Wendy Barron, Phil and June Milne.
3. **Apologies,** Marian, Sue, Paul.
4. **Minutes of Meeting :** 2nd March 2021 were agreed and signed.
5. **Matters Arising:** Princess Alexandra Hospital, Harlow **–** June reported that she had received an invitation from NWE CCG to join a virtual meeting on 27th May when an update on the Princess Alexandra Hospital developments will be made. Terry Moore and June hope to attend.

New Surgery, Dunmow. There had been no further developments. Wendy reported that there may be news when the Kier site starts.

1. **Treasurers Report** Bal. £671.20p. Income – One donation of £80.91 had been received.
2. **Surgery News/Covid 19:**

Dr Clements finished training but unfortunately as there was no vacancy at the surgery has moved to pastures new.

The demand on the surgery is unprecedented. People who put off making contact last year because of Covid are now wanting appointments which means the telephone system is fully stretched. This in turn results in disgruntled patients who when they are connected are making life very difficult for the receptionists. It is the same for all surgeries across the country.

Appointments can now be made 4 weeks in advance for telephone appointments where appropriate.

One new receptionist Rebecca, has been appointed.

Margaret asked if Covid message on the telephone was necessary. Alison said it had now been removed and the website updated. Wendy said the system was bad as wait could be half an hour. Alison reiterated that the whole country was the same and they were doing all possible to make the wait as short as possible.

Covid vaccine appointments. 2 mobile phones are now being used. Patients are sent a text where a mobile number is available and asked to phone a dedicated mobile number to make an appointment. This is working really well and taking pressure off the main phone system. Where no mobile number is available patients are contacted in the normal way. Under 40’s are not allowed to have Astra Zeneca jab therefore they have to go to Stansted for Pfizer jab or other NHS sites. Margaret reported that someone had told her to book on line. Alison said the surgery does not do on line bookings for Covid vaccinations so did not understand how this had happened.

Alison outlined a building programme which is going to be necessary for the Surgery.

In August the consulting room being used at present for the dispensary will be

needed as a consulting room again. The original dispensary will need to be enlarged

with facilities for patients to collect prescriptions without entering building. It was

noted that because of social distancing etc it will be necessary to ensure patients

queuing outside will be protected from the elements. Raj wondered if it

would be needed in the future. Alison and Dr Linn said yes because of the number

of patients and . June is looking into possible grants. She will need plans and 2 quotes.

1. **Flu Clinics.** It is envisaged that there may need to be joint vaccinations of Covid and Flu this year. Alison has the delivery dates for the Flu vaccine which are 27.9.21, 11.10.21 and 18.10.21.
2. **Fund Raising.** We will need to consider what is possible. Raj wondered if commercial

Money is allowed. Eg Sponsorship, Advertising by Estate Agents.

1. **A.O.B.**

The surgery gardener is not available at present so if anyone can suggest someone, please let Alison know

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

Tuesday 15th June 2021 2pm. Alison will provide joining details.