Notes of Angel Lane Surgery PPG Meeting.

Tuesday 5th March 2024

1. June welcomed everyone to the meeting at the Surgery.

2. **Present**

* Alison Southgate, Phil Milne, Wendy Baron, Margaret Easter, Sue Leslie, Terry Moore, Raj Samtani (remote), June Milne.

3**. Apologies**

* Dr Linn, Paul Bryant,

4. **Minutes of meeting**

* Minutes of meeting held on 23rd January 2024 were agreed and signed.

5. **Matters arising**

* June reported that she had contacted Marian about her continuation as a member of the PPG and read out Marian’s reply in which she indicated that she would step down until such times as her circumstances changed. Marian had been thanked by June.
* It had been suggested that the box at the front of surgery for receiving repeat prescriptions etc should be more secure as at present it is possible for anyone to access it. Alison apologised that this had not been done but she would follow it up.
* Alison said she would let Paul have the link that he needed to access the patient survey.

6. **Treasurer's Report**

* Phil reported that the balance was still £718.20p. The Health monitor is due for service but Alison had heard that because of its age the company would not service it.

7. **Surgery News**

* Phone System – Work had started on the new cabling.
* A new WiFi system is being installed which patients will be able to use and it will be very secure.
* It was suggested that the Blood Pressure machine should be moved back into

 Waiting Room

* There is a new receptionist Sasha and recruitment in reception is continuing.
* A new 4th Year student is starting next week for 1 month. Dr.Linn trains the GP Registrars and other students and is supported by all surgery staff.
* Alison reported that the next batch of Covid vaccinations for over 75’s would soon be available and we may be asked to help with the clinics. She will keep us informed.

8. **Fund Raising/Future Projects.**

**Project**

* As agreed the plan to erect a shelter over the Dispensary Window to protect patients had been abandoned in favour of them being inside. A builder had been asked to give some suggestions and quotes but the plan to change the present reception window to the dispensary window and the window further into the waiting room to become the reception window had proved too difficult, not practical and too expensive. A small window near the reception desk had been installed. Some members expressed concerns as to the practicality of this but Alison explained all other options had been explored but were not practical and this meant that the patients were inside and out of the cold and wet which was the primary concern.
* As the Health Monitor will no longer be serviced by the suppliers due to its age, it was suggested and agreed that we look into replacing the machine with an up to date model which would possibly link to the Surgery System and would mean results were uploaded to patients records. AS will look into this as a possibility.

**Fund Raising**

* It was agreed that we will proceed with a Cake Stall, Raffle etc when details of the Health Monitor are known. It was requested that we definitely need to have a card machine available for fund raising as so many people do not have cash these days. Alison said the new WiFi may be able to accommodate this.

**9. AOB.**

* Raj reported that he had difficulty getting through to the surgery by phone. Alison said that staff worked as quickly as they could but they are struggling with long term sickness and recruitment at the moment. She stated that where possible it was better to go onto the Angel Lane website and raise a request via the contact us tab thus leaving the phones less congested for patients who are not able to access this service and have urgent queries.
* Raj also suggested that we should be recruiting new PPG members by having an information evening. Members were not in favour of this but felt that we could publicise it when we do fund raising events. Raj also suggested that we should hold PPG meetings later in the day but other members did not agree with this.
* Margaret asked what had happened to the material chairs in waiting room. Alison explained that due to infection control these were no longer allowed.

**10. Date of Next Meeting.**

* **Wednesday. 22nd May 2.30pm.** Terry presented his apologies therefore we will need alternative arrangements to supply Zoom connection.