



Minutes of Meeting of PPG held on 8th June 2020 – held Virtually using Zoom.

In attendance:

Jan Lloyd; Bruce Battams; John Neale; Jane Hanlon; Olivia Hanlon; Clive Robinson; Vanda & Bob Gould; Gordon & Angela Lovell; Mark Pitman; Fay Read; Sarah Setterfield; Dr Huda Muhsin; Dr Nigel Fagan; Dr Lucy Marchand; Dr Paul Staten; Christine Cartwright; Steve Bates; Elspeth Woods

Apologies:

Penny Liddiard; Sheila Dale; Judith Westall

The Minutes of the May meeting circulated with the agenda were approved.

1. Matters Arising
 - a) Coronavirus Update – not much more to report, numbers steady, hospital coping. Steve has been keeping updated from hospital reports.
 - b) Surgery update – Dr Fagan gave an update at changes in the practice, Dr Paul Staten is retiring on 30 June after 35 years of service at the practice. Dr Fagan is cutting down his hours too and Dr Omar stepping up to become a full-time partner. Steve gave a lovely vote of thanks to Dr Staten on behalf of the PPG and the wider patient body. Dr Fagan brought us up to speed with current surgery events. Some housebound, shielded patients are getting visits as the District nurses are extremely busy with their caseload. Our paramedic is still on duty and the surgery operating as usual but with mainly telephone/video appointments and where necessary patients are coming into the surgery by appointment and where there are special circumstances. PPE is mandatory for staff and patients must have masks or face covering. The surgery has been providing these but alternative arrangements may need to be made as it is not sustainable to keep supplying them for free so patients will need to attend wearing their own face covering in the future.
 - c) Other activities continue, with support for a range of needs, domestic abuse, lip reading for example, and effort made to help calm patients who may be intimidated or upset at the sight of staff in full PPE. Routine appointments are starting up again subject to physical distancing procedures as appropriate and after being triaged by a GP first.

Jane told us of Elaine, who with the help of her husband Mark has been making some superb scrubs for the staff. This kind and generous work has been greatly appreciated by the team. The surgery has been rearranged with the addition of Perspex safety shields, social distancing signage and removal of posters and other day to day furnishings – photographs of the new layout and the doctors and staff in their new scrubs will be put on the Facebook page.

Facebook page – Olivia and Sarah have made a good start generating more info for it and are enjoying the process – already there have been more hits and there was some discussion about how best to use it in the hope of promoting information for patients especially those who are likely to use social media more than the website. Hopefully adding info such as the new sneeze guards, PPE and signage will publicise and take the fear away from children (and adults) over the new surgery arrangements. The new website Footfall is still under construction.

- d) Elspeth asked for a volunteer to help look at the Data Protection Policy and the Privacy guidance in the light of GDPR – it needs regular review. Mark volunteered.



- e) Jane put forward some suggestions about how the surgery could contribute to the PPG meetings – short guest input from different staff about their roles as an example – this was felt to be a good idea and less onerous at virtual meetings than in person after a long shift. Jan/Jane to take this forward?
- f) Virtual Newsletter, it was felt that it is a good time to issue a virtual newsletter to the wider practice and get it onto the re-vamped website. Shona will speak with Jane (and anyone else who would like to help) to get this up and running.

Any other business

A question was raised about IT and remote consultation. Jane and Dr Fagan dealt with this and confirmed no major changes planned in the future. Systems such as mjog and ACCURX? are working and the CCG are setting the requirements and the surgery will follow on.

Details on the new practice continue in the background with nothing new to report at the present time.

The meeting closed at 6.30pm to deal with the AGM business.

Elspeth is unavailable to take minutes on the next scheduled meeting (14th July) and asked if any volunteers or could we reschedule to Monday instead. No volunteers and change of date agreed.

Next virtual meeting scheduled for **Monday 13th July at 5.45pm** with the Core Group meeting on Wednesday 8th July at 10.30am to set the agenda. Any items for the July meeting to Elspeth by 12th July if possible.

Prepared by:
Elspeth Woods
Secretary to PPG
16 June 2020

