

**Minutes of the St Stephens' House PPG meeting
Monday 5 July 2021 on Zoom**

Present	Martin Riddle (MR), Chris Ranger (CR), Beverley Porter (BP), Barbara Wells (BW), Simon Wass (SW), Steve Reeves (SR), Val Moss (VM), Dr Chan Sivanesan (CS), Jane White (JW), Eileen Pullinger (EP) Minutes	
Introduction & Apologies	<p>MR extended a warm welcome to new member Val Moss. He invited her to introduce herself and say a few words about her background. The Committee introduced themselves and explained their roles.</p> <p>Apologies had been received from Pat Wiltshire who was on holiday.</p>	
		ACTION
Surgery Matters, COVID and general surgery update	<p>JW updated the Group on Surgery matters:</p> <ul style="list-style-type: none"> • Nurse Penny had left but was expected to return to do occasional 'bank work'. A potential replacement nurse had been lined up. • One of the receptionists is leaving and the Surgery was currently recruiting for a replacement. • A new telephone system had been installed which would help with the volume of patients contacting the Surgery. This was being tested and was due to go live on the following Tuesday. The staff were currently undergoing training. A recorded message would indicate where callers were in the queue and would advise on who they should speak to about prescriptions, results etc. There would be no limit to how many people could be in the queue. The system, which uses an internet line rather than a phone line, would be linked to EMIS and would be able to recognise a patient's telephone number. • Despite perceptions to the contrary, patients had always been able to book appointments by telephone. Urgent appointments had been, and will continue to be, available. • A new entry system with an intercom buzzer allows patients to speak to Reception prior to entry to the Surgery. • Flu jabs were expected to commence in mid-September. It is not known yet whether they would be administered inside or outside the building but, if the latter, the Surgery would once again be grateful for the assistance of the scouts to supply and erect marquees. Use of the scout headquarters building was also a possibility but the need for fridges to be located close-by might present a logistical problem. As in previous years, the Surgery would welcome assistance of the PPG with the marshalling of patients. <p>CS updated the Group on issues relating to COVID:</p> <ul style="list-style-type: none"> • The past year had been particularly challenging, with many of the consultations changed to a telephone or video format. However, the past couple of months had seen a gradual opening up of the Surgery with more face-to-face appointments. • More recently, there had been a significant rise in patients testing positive, but with fewer serious repercussions. The triage system would remain in operation for the time being and clinicians would require patients to continue to wear masks. Handwashing and ventilation would continue to be extremely important. • Patients will need to be kept informed on what to expect (e.g., the continued wearing of masks). One way this could be done would be by updating the banner which had been located outside reception. The banner stand would need to be repaired or replaced as it had suffered wind damage. 	
	<p>MR</p> <p>PPG</p> <p>MR</p> <p>PPG</p> <p>PPG</p> <p>CR</p>	

Minutes of last meeting and matters arising	<ul style="list-style-type: none"> • EP requested that a minor change be made to the last bullet point under AOB. The words “should sign” to be replaced with “may wish to sign”. 	MR
Treasurers Report	<ul style="list-style-type: none"> • BP updated the group on the Group’s finances. The PPG currently had two accounts registered with NatWest - a current account which contained a balance of £1014.00 and a second (historically-named “Five Couch Challenge”), account which contained £5.00. Following discussion, it was agreed that the second account would be closed and the balance should be transferred to a ‘donations pot’ within the current account. 	
FootFall/Silicon Correspondence PPG Sign Ups	<ul style="list-style-type: none"> • Following successful lobbying by CR of Silicon Practice Ltd, (the developers of ‘FootFall’), the PPG Newsletters and the Survey results had been added to the website. • CR had also contacted Silicon with his concerns that the Surgery’s PPG membership had started to decline since the introduction of ‘FootFall’. Prior to its introduction, new patients had been given a registration pack that included a PPG membership form. On average the Surgery could expect to have at least 70 new members sign up each year but, since the introduction of FootFall, only two new people had joined. PPGs are a legal requirement for GP surgeries and it was felt that, having the sign-up process on-line would enhance involvement. • Also, the location of the PPG page was not easy to find without searching the web-site, and it was felt this might be putting off some patients. VM confirmed that a number of her friends had no knowledge of the existence of the PPG. • After initialising receiving no response, CR had contacted Silicon using his personnel email address. This had proved successful and Silicon have now added a link to the side panel on the front screen of the web-site, so that it is easier for patients to find. MR thanked CR for his hard work and persistence in dealing with Silicon. 	
Ashlea PPG Working Together FootFall Issue	<ul style="list-style-type: none"> • MR reported on discussions he had held with the Chairman of Gilbert House PPG. In common with some other PPGs, they had not held a PPG meeting - either face-to-face or by Zoom - since the start of the pandemic. • Gilbert House had experienced a deluge of complaints about the on-line booking system and, as a consequence, had been trialling a new telephone procedure for booking appointments. Patients seeking an appointment are being required to phone the surgery during set time periods but this procedure had also caused problems and they were currently in discussions with Silicon to find a different, more user-friendly system. Ultimately, whether patients like it or not, on-line booking is here to stay. • MR had discussed with the Chairman the possibility of setting up a small joint working group with a view to providing training for patients to acclimatise them to the new software. 	MR

Fundraising	<ul style="list-style-type: none"> • The Group discussed the possibility of recommencing fundraising with a view to purchasing a defibrillator to be installed outside the surgery for use when it was closed. It was acknowledged that defibrillators had been installed at a number of sites locally. However, it was thought that at least one of these had subsequently been removed. • An alternative to having one at the surgery, possibly on Craddocks Parade was discussed. CR would contact Tesco to ask about it. • MR would do some research into maintenance costs of defibrillators. • JW would ask the partners at their next meeting to put a list of items – small and large – that might be suitable for fundraising activities. • CR reported that the PPG had so far raised over £12,000 for items for the surgery. 	CR MR
AGM Preparation, date and general discussion	<ul style="list-style-type: none"> • Covid permitting, the AGM will be held on 10th November in the Ralli Room at the Peace Memorial Hall. It was hoped that, as in previous years, a quiz and fish and chip supper would be held after the meeting to raise funds for the Surgery. However, a final decision would be taken at the next meeting. 	
AOB	<ul style="list-style-type: none"> • JW requested that a timely reminder be sent out before future meetings as there is the potential for them to be overlooked. 	MR
Date and venue of next meeting	Covid permitting, a face-to-face meeting would be held on Monday 27 September 2021 at EP's house, commencing at 1.45 pm.	
	Signed:	Date: