

**Minutes of the St Stephens' House PPG meeting  
Monday 12<sup>th</sup> October 2020 on Zoom**

<b>Present</b>	Eileen Pullinger (EP), Martin Riddle (MR), Chris Ranger (CR), Beverley Porter (BP) Simon Wass (SW), Ian Oxley-Crawford (IO), Steve Reeves (SR), Jane White (JW), Sam Eldred (SE), Barbara Wells (BW) Minutes
<b>Introduction &amp; Apologies</b>	<b>MR</b> Welcomed Steve Reeves to Group. There were no apologies.
	<b>ACTION</b>
<b>Surgery Matters</b>  <b>General update Jane</b>  <b>Flu Vaccination Day</b>	<ul style="list-style-type: none"> <li>• <b>JW</b> advised that the flu clinic had worked well. Thanks to MR and the scouts for loan and erection of the tents and PPG for support with marshalling on the day. 607 patients had been seen. Thoughts are now focussed on organisation of the next round of vaccines for the under 65s.</li> <li>• <b>SE</b> gave an overview of what has been happening at the practice during this difficult time.</li> <li>• very busy with new ways of working including use of the website. On line football and contacts have created an increased workload as more patients use it. Currently turned off at weekends and only available for prescription requests and line registration. There was a dip in April/May followed by a large increase which was not anticipated. GPs see approx 8/10 patients a day plus telephone appointments and admin. Longer waiting times due to cleaning rooms in between appointments.</li> <li>• Suggestion that some enquiries could be put through Patient Access but response times could slip.</li> <li>• There is a new GP integrated Mental Health Service at Epsom Hospital and a new Social Link Prescriber who is able to visit patients in the community.</li> <li>• The practice is planning to be more pro-active in Care Home Support.</li> <li>• <b>MR</b> raised patient concerns about long waiting time on the telephone line. Current answerphone message does not indicate if a caller is in a queue and loops back to original message.</li> <li>• <b>JW</b> was not aware of any queuing problems but will investigate possible reasons. Voiceover script might need changing.</li> <li>• <b>SE</b> advised practice is aware that phone system capacity is not enough, only 4 lines. Being investigated but delayed as CCG has agreed upgrade to Superspeed for practices which will create need for updating systems anyway.</li> <li>• <b>JW</b> will update us on telephone system and confirm that all calls are answered in order.</li> <li>• <b>LIVI</b> There have been complaints about the wait for appointments. Practice is aware that numbers have surpassed initial expectations and a new contract is being negotiated at a higher level. 111 helpline is being upscaled due to increase in demand.</li> <li>• <b>EP</b> enquired whether the PPG could help in any way i.e. sign posting through Newsletter e.g. links to NHS videos/information, directing patients to use local pharmacies, change of details request included in Footfall.</li> </ul>
<b>Minutes of last meeting</b>	<ul style="list-style-type: none"> <li>• Agreed to read again then publish on Surgery's website.</li> </ul>

		<b>ACTION</b>
<b>Treasurers report and bank account transfer progress</b>	<p><b>BP</b> updated the group on the current situation</p> <ul style="list-style-type: none"> <li>• Card money collected from <b>MG</b></li> <li>• No progress on the situation. Still not able to request bank statements. Letter sent to NatWest requesting them but nothing yet. Last statement dated 29 January 2020 next one was due on September 30 – not received.</li> <li>• As previously agreed David Hawksworth, Eric Skyte, and Margaret Gray are no longer members of the PPG. Their names need to be removed and the following names should now be added as account signatories: Beverley Porter (Treasurer) Martin Riddle (Deputy Chair) Barbara Wells (Secretary)</li> <li>• <b>BP</b> has been asked to go to Leatherhead branch with 2 types of ID. New specimen signature has already been sent.</li> <li>• Bob Bushell is still willing to do the audit.</li> <li>• <b>SW</b> gave details of a website – <a href="http://www.ceomail.com">www.ceomail.com</a> – which he has used personally to resolve seriously poor customer service problems.</li> <li>• Agreed to try this approach. Needs a chronological list of the story so far. <b>BP</b> will prepare the details.</li> </ul>	<b>BP</b>
<b>Matters arising from minutes</b>	PPG Chair's Forum Posters re business as usual for surgery – done.	
<b>AGM Preparation Roll over General discussion</b>	<ul style="list-style-type: none"> <li>• Agreed to postpone AGM. Zoom considered not a practical option.</li> <li>• Roll over to Oct/Nov 2021.</li> <li>• <b>CR</b> to contact APMH to advise rebook for next year.</li> <li>• Following this decision <b>EP</b> advised the group that she and <b>MR</b> would job share Chair role of the PPG for the time being.</li> </ul>	
<b>Patient survey</b>	<ul style="list-style-type: none"> <li>• Has been published on website and Facebook pages.</li> </ul>	
<b>Flu vaccination day – general discussion</b>	<ul style="list-style-type: none"> <li>• See details in Surgery Matters section.</li> <li>• Surgery has received a QA from the CCG. To be sent to <b>CR</b> for publishing.</li> </ul>	<b>CR</b>
<b>PPG Chair's Forum meeting</b>	<ul style="list-style-type: none"> <li>• <b>EP</b> attended a virtual PPG Chair's meeting.</li> <li>• 6 PPGs had reported reduced activity due to the pandemic.</li> <li>• Several criticised the new computer system. Ashlea reported that their digital system had been working exceptionally well. Definitely mixed views.</li> <li>• Agreed that it would be useful to continue to attend for the time.</li> <li>• CCG had sent an information flyer to the PPGs. To be personalised for the practice and published on the website.</li> </ul>	<b>SW/CR</b>
<b>AOB</b>	<ul style="list-style-type: none"> <li>• Agreed to put a message on Facebook assuring patients that we are still functioning and available for help/advice.</li> <li>• Ian Oxley-Crawford has stepped down from the group. <b>EP</b> thanked Ian for his contribution and wished him well for the future.</li> </ul>	
<b>Date of next meeting</b>	Monday 15 <sup>th</sup> February 2021 at 1.45 p.m.	
	<b>Signed:</b>	<b>Date:</b>