

**Minutes of the St Stephens' House PPG meeting  
Monday 15<sup>th</sup> March 2021 on Zoom**

<b>Present</b>	Eileen Pullinger (EP), Martin Riddle (MR), Chris Ranger (CR), Beverley Porter (BP) Simon Wass (SW), Steve Reeves (SR), Pat Wiltshire (PW) Jane White (JW), Sam Eldred (SE), Barbara Wells (BW) Minutes	
<b>Introduction &amp; Apologies</b>	No apologies received	
		<b>ACTION</b>
<b>Surgery Matters, COVID and general surgery update</b>	<p><b>SE</b> updated the group on what has been happening regarding the COVID programme of vaccinations.</p> <ul style="list-style-type: none"> <li>Epsom HUB is going well and more Pfizer supplies should be delivered soon.</li> <li>Successfully reaching targets for groups – 50+ moving quickly and 40+ possibly in May.</li> <li>Buckley Pharmacy in The Street will be starting to do vaccinations soon.</li> <li>Epsom Racecourse will be closing HUB around 16<sup>th</sup> May due to racing commitments. There will be a move to Leatherhead Hospital at that time. Also recent news of other centres being set up at Sandown Racecourse, Esher and The Stoop (Harlequins Rugby Club) Twickenham.</li> <li>Care homes have now all been successfully vaccinated.</li> <li>Epsom PCN has created a new Multi-Disciplinary Team to assist GPs with increased workloads. <b>JW</b> to email details to BW.</li> <li>Staff workloads are still increasing and reception staff have been struggling to keep on top of demand.</li> <li><b>JW</b> provided breakdown of stats coming through on FootFall – average is 1500 a month. Opened up through Patient Access but still challenging. Initial enquiries require filtering and practice is looking at different strategies to manage the huge variety of queries. It is hoped that the wider team specialists will help with this task by dealing with them before they get to GPs.</li> <li>GPs continue to do referrals but the Trust is still blocking appointments – triage is very stringent at present but they are going in the right direction and opening up more clinics.</li> <li>Mental Health enquiries have noticeably increased - many people seeking re-assurance about COVID. Might have to consider inputting rolling information on Website. Communications need improving – Management are aware of this. A lot of research is done in the background which changes rapidly and might be difficult to keep up to date.</li> <li><b>SE</b> is now Director of Epsom PCN and has an Ops manager working with her to assist with her PCN workload and allow her to continue with her SSH GP role. She has been receiving emails direct to her personal Email address at the Practice. PPG will remind patients not to Email GPs direct.</li> </ul>	<p align="center"><b>JW</b></p> <p align="center"><b>JW</b></p> <p align="center"><b>PPG</b></p>
<b>Minutes of last meeting and matters arising</b>	<p>Minutes of last meeting agreed.</p> <p>Actions: <b>JW</b> was to look into answerphone message following complaints as previously recorded. Only 5 lines at present.</p> <ul style="list-style-type: none"> <li>New system has been agreed which will advise caller place in queue.</li> <li><b>JW</b> will advise group of planned installation date.</li> <li><b>LIVVI. PW</b> questioned the cost of the system as it doesn't appear to be delivering value for money at the moment. This has already been noted and is being investigated.</li> </ul>	<p align="center"><b>JW</b></p>

		<b>ACTION</b>
<b>Treasurers report and bank account signature transfer</b>	<p><b>BP</b> updated the group on the issues experienced with NatWest bank.</p> <ul style="list-style-type: none"> <li>• Things have successfully moved on with the situation.</li> <li>• Thanks to <b>MR</b> for his hard work and persistence in resolving the On Line Banking problems. Signature transfers have been completed. <b>MR</b> now has an email contact at NatWest should difficulties present themselves again.</li> <li>• As a goodwill gesture for the poor customer service NatWest have given the PPG £150 paid into our account.</li> </ul>	
<b>Patient survey, Results and feedback to patients</b>	<ul style="list-style-type: none"> <li>• Thanks to <b>CR</b> for his hard work in compiling and publishing the survey. Also presenting the results in graph/pie chart format.</li> <li>• Feedback on survey questions from PPG to <b>CR</b> please.</li> <li>• Results did not show large changes since the last survey. However, there were more participants this time and the main comments were regarding the practice Website which highlighted some concerns about it not being user friendly or easy to navigate.</li> <li>• Discussion regarding assimilation of results and the next step for the PPG in how to address/resolve patient concerns. This will be work in progress but there are plans to publish the results in some form within the next PPG Newsletter.</li> </ul>	<b>ALL</b>
<b>AGM Preparation, date and general discussion</b>	<ul style="list-style-type: none"> <li>• Agreed to postpone AGM and re-schedule to 10 November 2021. It is hoped to continue as planned.</li> <li>• <b>EP</b> advised the group that she is taking a step back as Chair to Dep Chair and <b>MR</b> would be taking over the role until the next AGM.</li> </ul>	<b>CR</b>
<b>AOB</b>	<ul style="list-style-type: none"> <li>• An intercom door entry system is now in place at the practice entrance. This removes the need to talk to reception through the open door.</li> <li>• General discussion on companies buying Practices and potential implications.</li> </ul> <p><b>Footfall Website</b></p> <ul style="list-style-type: none"> <li>• Receptionists have had training about 'triage' questions when answering the telephone.</li> <li>• Some patients find it quite intrusive to be asked for too much detail.</li> <li>• There is a need to find a balance on the amount of detail required.</li> <li>• Acknowledged that some questions are necessary to sign post patients in the correct direction.</li> <li>• PPG is aware that patient numbers have been increasing and registered concerns about the impact on current patients. Reasons were given and discussed.</li> <li>• EP has received a petition relating to NHS matters which members of the PPG should sign.</li> </ul>	<b>ALL</b>
<b>Date of next meeting</b>	Monday 5 <sup>th</sup> July 2021 at 1.45 pm	
	<b>Signed:</b>	<b>Date:</b>