

**Minutes of the St Stephen's House Virtual PPG at
1.45 PM Monday 7 March 2022**

Present	Martin Riddle (MR), Chris Ranger (CR), Beverley Porter (BP), Eileen Pullinger (EP), Val Moss (VM), John Patient (JP), Steve Reeves (SR), Simon Wass (SW), Jane White (JW)	
Apologies	Barbara Wells, Surgery GP	
		ACTION
Update from Jane White	<p>JW reported that the surgery had been struggling with staff absences due to Covid. However, with the assistance of locums and by rescheduling appointments, they had been able to cope. Recruitment of a new partner was underway and interviews had taken place. The Touchscreen was back in operation but patients would still be required to wear masks and to use hand sanitiser when visiting the surgery. A maximum of 6 people would be allowed in the waiting room at any one time. Version 6 of "Footfall" would shortly to be rolled out and a new training video would be made available to staff. JW would check whether this could be made available to members of the PPG. Patients would still be required to use the website if they wanted to leave a message but they could use Patient Access to book appointments and order prescriptions. CR queried this, explaining that he had been advised by a receptionist that the surgery did not want patients to use Patient Access. This was incorrect and JW would investigate.</p> <p>The number and type of clinics were being reviewed on a monthly basis and the PPG would be updated on any changes.</p> <p>The surgery would be closed for training from 1pm on the afternoon of Wednesday 30th March and would remain closed until the following morning. CR would publicise this weekly on the website.</p> <p>JW sought a volunteer from the PPG to help with the practical testing of St George's final year medical students. EP volunteered.</p>	<p>JW</p> <p>JW</p> <p>CR</p> <p>EP</p>
Minutes	The minutes of meeting held on 27 September 2021 were accepted as correct.	
Matters arising	Action points from all previous meetings had all been carried out apart from the action to provide training to patients on how to navigate Footfall. JW would check whether an earlier U Tube video could be adapted and updated.	JW
Treasurers Report	There had been little activity since the accounts for the year ending 30 September had been signed off. BP would recirculate these as not all had received them. £150 had been added to the account by the Bank following a complaint by MR . £29 had been spent on PPG recruitment fliers (which to-date had elicited a nil response). The full costs of the gazebos had been handed over to the surgery.	BP
Patient Survey	The patient survey had been out for over a month but take-up had been less than 3%. Only 171 people had responded (as opposed to 270 the previous year). Less than 1% had left negative comments. JW would look into whether a message could be emailed/texted by the surgery to patients prior to next year's survey. It was suggested that a rider could be added to urge patients to sign up to the PPG as there was the danger that the group would wither on the vine if more people could not be recruited. MR would bring up the issue at the next PPG Chairs Meeting. CR urged all PPG members who had not completed the survey to do so before it was closed at the weekend. He would recirculate it to patients	<p>JW</p> <p>MR</p> <p>ALL</p>

	via the website. There had been a number of formatting errors in the form which would need correcting for next year. MR would undertake a comparison with last years' results.	CR MR
Fund Raising	There had been a good public response at both branches of Tesco to the appeal for tokens to secure a defibrillator, to be installed in the local shops area. Indeed, the Leatherhead Branch had had to empty the box to enable more tokens to be inserted. If the appeal wins the competition, a decision would need to be taken on where to locate the defibrillator, the cost of which was expected to be £1500-£1600 plus the installation charge. The London Hearts Charity had offered a grant of £300 towards this cost. The preferred location for the defibrillator would be at or near Tesco Express but there was a lack of available wall space. The Manager of the shop would consult with senior colleagues if ours proves to be the winning bid. Another possible site might be the telephone kiosk situated outside the Mogul Dynasty. It was agreed that the shops area would be a better location than the front porch of the surgery due to the higher footfall and the fact that non locals might not know the location of SSH.	
AOB	A room had been booked in the Peace Memorial Hall for this year's AGM and Quiz Night, which will be held on 11 November. A decision on what any profits from the event should be spent on would be made nearer the time. (The previous event raised £680 net) A "Save the Date" message would be posted on the website. MR thanked CR and SW for their hard work on producing and circulating the recent comprehensive Newsletter. A decision has still to be taken on future ownership of the Newsletter, i.e., the surgery or the PPG	CR
Next Meeting.	End May. MR to circulate the date	MR
	Signed:	Date: