

Three Villages PPG Virtual Meeting via Zoom on Tuesday 13th October 2020 at 6.00pm

Minutes of the meeting

1. **Present** : Adrian Head (AH) Chair; Sue Helm (SH) Secretary; Liz Davenport (LD) Vice chair; Colin Burch (CB) Treasurer (Item 3 only) ; Debbie Whittaker (DW); Linda Sabin (LS); Sandra Hall (Sandra- meeting host) Practice reception

Unable to join the meeting due to technical difficulties : Irene Arrowsmith (IA); Hilary Taylor (HT); Carol Longmore (CL)

2. **Apologies/Not present:** Alan Watkins (AW); Rev Tom Chapman (TC; Paula Collins (PC) Practice manager; Josh Corns (JC) Asst Practice manager

3. **Treasurers Report (CB)**

CB provided update on funds of PPG committee to date as follows:

£382 raised towards PPG Defibrillator fund via Waitrose green token scheme in February.

Previous Nat West account balance £1683.05 current balance £2020.05. The balance is made up of £337 PPG General Fund and £1683 Defibrillator Fund.

The PPG need to decide how to allocate the remaining surplus Defibrillator appeal fund money.

Some money may be allocated to re-siting the rose bush in memory of Dr Pope.

Possible new equipment for our patients to benefit.

BMI machine purchased by practice and installed in waiting area

Further discussion needed on how to spend the surplus funds – next meeting

4. **Footfall – Three Villages new website (Sandra)**

- Good feedback on the service so far from patients
- Some patients found it hard to navigate but good results
- From August to October 2020 used by over 4,000 patients
- Younger patients with IT skills and access encouraged to use it rather than telephoning the practice
- Older patients without access and without IT skills will be helped by the practice by telephone
- All changes to information on the system have to go through the CCG

- Some forms on the system that need condensing as there are too many
- More patients using Footfall than Patient Access

5. New phone system – Sandra

- New system working well
- Possible to tell how long patients are waiting
- Calls recorded so can check back on calls if there are complaints
- Assists in utilising staffing levels more effectively in reception
- Patterns already emerging in the number of calls received

6. New practice building – Sandra

- Visitors have been impressed with new reception area
- 5 new consulting rooms – not in use yet
- Query raised by LD on lack of plastic shield at reception area – one is on order
- Reception staff wearing masks and shields
- New intercom service so that patients will ring a bell to be admitted to waiting area
- Sandra showed the meeting reception area by a quick virtual tour
- Car park – No further progress on the car parking at the practice. Possibility that existing car park spaces could be altered to fit more vehicles in.
- Comments made that Boots staff and security guard park on car park all day - **Sandra to raise with PC**

7. POD – Prescription Ordering Service – LS

- Long waiting times on telephone and line cuts out after certain time
- AH raised this issue with PC a number of months ago and has had no feedback or action. Sandra to contact Amy at POD
- Quicker way to order prescriptions is online through Patient Access

8. Patient feedback – Sandra

- None being done in surgery as not as many face to face appointments
- Practice has received lots of emails with positive comments from visiting patients
- Emails received via Footfall that patients feel safe when visiting the practice
- 4 comments on NHS Choices site all rating the practice with 5 stars
- SH asked how patients without internet are being kept informed of new developments as much of the news is on Facebook. Sandra confirmed that JC has been sending out letters to those without email and internet

- LS is in contact with many of the tea party attendees and has been told that reception has advised people with ear problems to seek treatment privately

9. COVID – new ways of working – Sandra

- Footfall being used for appointments and bookings, texting patients with appointments and reminders, screening of patients through booking so that patients can see the GP or clinician who is best placed to help them
- New intercom system will continue post Covid and for health and safety reasons
- Daily updates held for staff

10. Any other Business

- Sandra reported that a new patient is interested in joining PPG, to send details to SH to contact
- If PPG have anything urgent that they need to raise before next meeting to contact Sandra

Date of Next Meeting: Wednesday January 2021 at 6.15pm via Zoom