**Virtual Meeting of the PPG on Monday 14th September 2020 @6pm**

**In attendance:**

Elizabeth Turpin

Graham M Trice

Kelly Temple

Dr Shastri

Jean Wahanchuk

Linda Brailsford

1. **Welcome**

ET welcomed everyone to our first virtual meeting since we last met in February. Also ran through some housekeeping about keeping mics off where possible when not speaking and that it would be a brief meeting for mainly an update from the surgery and Graham as we have a limit to 40 minutes on Zoom.

1. **PPG Chair update**

GMT advised that PPG chair meetings had obviously stopped following lockdown in March, but then soon moved to online meetings which were at one point quite regular – fortnightly.

Main concerns raised at these meetings was about being able to see their doctor and that PPG meetings will be online and this will exclude some people. However the consensus was to do our best at this difficult time, and meeting online is better than nothing.

1. **Surgery update**

KT talked of the very difficult time the surgery has been through and still going through over these past 6 months. How they had to change and adapt to very different working arrangements, within about a week. They are initially triaging over the phone, but if a patient needs a physical examination then the patient will be seen by a GP or nurse.

Appointments are very spaced out to allow for cleaning in between.

They have different areas for different patients, such as those shielding.

Merger with Borstal surgery has been delayed as solicitors were furloughed and therefore difficult to get any of the work done. New date to be confirmed. GMT asked if Borstal surgery have an active PPG. Kelly advised they do and will pass on our details to them so that we can arrange to meet.

Flu clinics will be taking place on Saturdays from 3rd October. Will be appointment only. Depending on demand, there maybe 2 or 3 more sessions. GMT asked if the surgery would benefit from volunteers for the flu clinic to help signpost patients to the correct areas, exits etc. KT welcomed this offer. ET to email out to the group.

LB asked if there had been problems with prescriptions. KT not aware of any so asked LB to email her with her concern so that it can be looked into further.

LB raised issue with the buzzer system at the main entrance. Had waited over 15 minutes and was then concerned about her car reg not being entered as was likely to have forgotten. ET also discussed this issue and the problem being that patients are unable to see into the reception area and therefore patients may be becoming frustrated about lack of response. KT advised that reception need to have some privacy because of computer screens having confidential information. ET asked if one window could have the blinds open and some signage to explain that the buzzer will have been heard, but that a wait is necessary due to being on other phone calls etc.

1. **Next meeting**

Due to these Zoom meetings being quite short and having not meet for over 6 months we agreed to have another meeting next month. Time to be confirmed.

**Meeting ended at 6:40pm**