**Notes from Patient Group Meeting 3rd November 2021 (Microsoft Teams Remote meeting)**

Present: Sylvia Pledger, Harriet Billau, Gill Sower, David Beechey, Matthew Bird, Val Eastup, Carol Iles, Anne Barclay, Caroline Kilcoyne

Apologies: Richard Shaw, Mary Hancox

Notes from previous meeting had been sent out to members prior to the meeting.

Harriet is relocating and will be leaving the area in January 2022. The group thank her for her input and contribution to the group, she will be missed

Minutes of Meetings:

Practice to ensure these are uploaded to the website

Telephones:

Patients are struggling to get through, is there a possibility of introducing a system where the practice can automatically call patients back. Practice informed the group, meetings have been taking place with the telephone provider and the main problem is the quality of the broadband connection. The CCG have been contacted for their advice.

The facility to email the surgery is not available, there is a system called e-consult. Currently the practice has no capacity to cope with the work this creates.

The practice is ensuring the website is up to date with information. In addition, the practice is investigating the possibility of creating a Facebook page to assist in providing information to patients.

The practice staff confirmed they were extremely busy, several staff members have been isolating. Flu vaccines are being administered in extra clinics and there is currently a huge demand for appointments.

Online appointments:

The practice has temporarily removed the option to book GP appointments online, they have not taken this decision lightly. It is hoped they can be reintroduced towards the end of November.

Flu and Covid vaccinations:

Practice is concentrating on flu vaccines. With regard to Covid boosters, the practice cannot run these whilst other clinics are running. There is a 15 minute observation period required post vaccine which reduces how many can be done in a session, a maximum of 168 vaccines can be delivered in a 4 hour Saturday clinic (by comparison we can deliver 480 flu vaccines in the same period). The practice is intending to commence clinics at the surgery towards the end of November.

The practice will be commencing home flu/Covid vaccinations this week for the housebound, again these will take a long time due to the need for a 15 minute observation period.

Patients were reassured if they attended a local hub for their booster this would appear in their medical record.

Community Involvement Day:

The patient group had run a stand on this day and had received very positive feedback. It was agreed this was a good thing to do and the practice thanked all members for their input into this.

Christmas opening:

The practice confirmed they would only be closed for the bank holidays, normal opening times for all other days during the festive period.

Patient group meetings:

It was agreed to continue with Teams meetings.

Bereavement Group:

Sylvia reported this was going really well, there are some costs attached and it was confirmed some money from the group fund could be used for these. Sylvia is looking elsewhere for regular funding of approximately £13/month.

Citizen Advice Bureau (CAB):

The parish council and the Melville Club between have agreed to fund this for one year. The practice will provide a room. Sylvia is awaiting confirmation of a start date from the service.

Thank you:

The patient group requested we thank the staff who answer the telephone, they are very kind, polite and helpful.

**Next Meeting: 12th January 2022**