

Papworth Surgery Patients' Link

Minutes of the Committee Meeting Thursday 6th January 2022 – via Zoom

Connected: Nichola Donald / Carole MacBrayne / Jeff Tossell / Pat Porter / Paul Hill / Julie Herring / David Cronk / Alex Mackenzie

1 **Apologies** were received from Alan Farrow / Tim Bingham / Ian White were unable to connect - ND thanked all for joining the meeting

2 **Minutes of the meeting held on 7th October 2021** - were approved

3 **Matters arising from the previous minutes** – PH concerned that Yelling was not on the Pharmacy website

4 **Treasurer's Report**

Financial Activity – JT advised that a total of £23117.08 had been paid on invoices for the work on refurbishing the floors and decoration of the surgery. This was £117.08 more than the specific donation for the work and had been met from Link funds. AM advised that there were further costs to be funded and she agreed to forward the invoices to JT for payment from Link funds. The Committee noted that there had been little income in this financial year but there was £3344 available to meet further requests for funding from the surgery

Authority to add an additional cheque signatory for the Committee's bank account with Nat West – JT advised that he had discussed and agreed with the Chair the need for a third signatory to replace the late David Phoenix. Carole MacBrayne had agreed to be nominated for this responsibility. The Committee agreed and resolved that the Authorised signatories in the current mandate for the account detailed in section 1.3 of the Nat West Universal Mandate for Business banking should be changed in accordance with the section Authorised Signatories

5 **Surgery News** – AM advised that the redecoration and new flooring is all complete now. It looks great and so much cleaner and fresher. It was hard work getting it all done but so worth it.

After deciding we weren't going to be able to take part in Phase 3 of the Covid vaccinations due to work load, we were leant on pretty heavily by the CCG to join in the couple of weeks either side of Christmas. DC was instrumental in setting it up as well as leading the vaccination clinics, so a big thankyou to him and the rest of the staff who worked extra hours, including over a Bank Holiday

We recently took the decision to close for an hour over lunch rather than just half an hour – the staff still only get half an hour lunch break but the additional half hour without the phones ringing and patients coming in allows us to get more of the paperwork, scanning to Drs and patient notes done. We continue to get quite a lot of patients being rude to our receptionists but I think it is possibly getting a little better now – hope I am not speaking too soon

Our new Nurse Cara who took over from Claire is settling in really well and is proving very popular with staff and patients alike - sadly Jenny had just left us after quite a few year. Although Nurses are incredibly hard to come by we have been very lucky to have now recruited a Nurse that has worked with Cara in the past so she comes highly recommended – Kelly will be joining us at the end of January. Sadly we have a couple of other staff changes – Sarah one of the Secretaries is leaving us in the middle of January for pastures new and Liz, our Senior Secretary is retiring at the end of March. We have promoted Juliana one of the Receptionists to take over Sarah's role – she has been learning the ropes for some time as I suspected we might lose Sarah at some point. AM is still trying to recruit for Liz's role but we have a bit of time to play with although March will soon come round

Because of the stress of the last two years AM has had lots of requests for staff to come off Reception for at least some of their working day and has tried to accommodate their requests as much as possible. Karen is going to train to be an HCA in the very near future for 10 hours of her working week. Another Receptionist is going to do some regular hours on repeat prescribing to give her a change. To cover them AM had recruited a new Receptionist/Administrator called Helen and she starts in a couple of weeks

Dr Greenwood is now back at work after a few months leave and Dr Coulson is back from her maternity leave

As everyone is aware DC will finally be retiring at the end of March. We have again been very lucky in finding a new partner to join us – Dr Clare Routledge will be joining us at the beginning of February – she comes from the Granta group in Cambridge

6 Patients' Link Activity – Practical support given to the Surgery in terms of providing Marshals for vaccine clinics and making telephone appointments for home 'boosters

Rob Turvey continues to provide copy to Village Newsletters and Whatsapp groups for which we are grateful – a new member of the Committee is required to take on this role

Feedback from patients to Committee Members suggests we are extremely well looked after by our Surgery team as compared with the situation in other Practices. Complaints / niggles tend to be directed to the Surgery which means matters can be sorted quickly

A priority this year is the recruitment of new members to better represent the profile of our Patient List. ND had thought advertising on the electronic display in the waiting room might be profitable but with changes brought about by Covid it was felt that the display was not value for money so it has been dispensed with. Doctors to consider who they might approach to join the Committee. ND to follow up approach to Parish Councils for representatives from Villages not currently covered

Post meeting - ND reported that Julie Herring is happy to join the Committee

7 Any other business – it was decided to press on with planning the AGM for June – AM to book the Village Hall for 8th June and DC to approach a speaker on the subject of "Respiratory Diseases" which encompasses the topical issues of Covid and Long-Covid

8 Date of next meeting – 21st April 2022 6 pm in the Surgery or 6.30 pm via Zoom