**Haslington Surgery PPG Minutes**

**June 29, 2021 via Microsoft Teams**

*Present:*

Phil McKnight (Chair)

Audrey Boston (Secretary)

Chris Moreton (Practice Manager)

Kim Thompson (Social Prescriber)

Karl Grey

Elaine Quinn

Hugh Rowlands

*Apologies received from:*

Lee Allen

Jean Campbell

*Resigned since last meeting:*

N/A

*Notes:*

* 1. Phil welcomed our new members: Karl, Elaine and Hugh as well as our Surgery representatives: Chris and Kim.
1. Minutes of last meeting – December 2019

Given the lengthy hiatus, there were no matters carried forward other than the election of officers and AGM (ass actions below)

1. Surgery Updates – Chris Moreton
* Vaccination update. Haslington Surgery is delivering vaccinations as part of the SMASH PCM. As the 49 years + cohort is now largely double vaccinated, attention is focused on our younger residents. Pop-up clinics around the area are delivering to this cohort. Meeting discussed options for getting people to clinics, but these were recognised as challenging.
* Flu clinics. These will operate from September onwards and will follow Autumn/Winter 2020’s successful scheme with most attendees being vaccinated at the rear of the building with the foyer and in-car for our less mobile neighbours. Home visits will be offered only to those patients who are registered with the Surgery as house bound.
* Surgery changes. Chris restated that the Surgery has remained open during the various lockdowns. However, with fewer in-person visits, some much needed changes have been made internally to improve the look and cleanability.
* Staff changes. Dr Webb has now left. Dr Uglowis our long-term locum. Kim Thompson has joined the Practice as social prescriber (see below).
* Repeat prescriptions. Rowlands have worked urgently to resolve their service/supply issues. Surgery staff were subject to an unwarranted backlash as a result.
* Out of area patients. CCGs require their surgeries to look after the needs of patients within their existing boundaries. This means that the Surgery has written to some patients who have moved away from the Haslington catchment area to advise they need to register with their local practice.
* Infection control procedures. When Government guidance changes, the Surgery has no immediate plans to change the current procedures including phone consultations, temperature checks and masks. This is to protect patients, their families and Surgery staff. Meeting discussed updating the patient community in advance. Text is included with these minutes: *Update given to the PPG- 30-06-21. Covid ways of working.* Post-meeting note: this information has been published via Facebook.
* Appointment bookings. Currently via phone only. However, the Surgery will be launching an online booking system shortly. This will be under the broad banner of Total Triage – several versions exist and final selection has yet to be confirmed.
* Compliments and complaints form. This has been updated and is included with these minutes: *NEW-Compliments and complaints leaflet for patients.*
* Abuse of surgery staff. A tiny minority of patients have indulged in bad – and very bad – behaviour during lockdown. Chris reiterated there is never an excuse to abuse staff.
1. Social Prescriber – Kim Thompson. Surgery now has access to two social prescribers: Kim who attended this meeting and Shaunagh who is our mental health social prescriber. Roles are similar and outlined in *SPLW leaflet Haslington* which is included with these minutes.
2. AOB
* Audrey asked for an update on the phones in the light of a number of recent comments. Chris confirmed the system has been updated to provide more options.
1. Actions

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| **Topic** | **Action and Status** |
| *AGM and election of officers* | Opened June 2021. Diary dates for 2021 to be agreed and continuation of current officers to be agreed (or otherwise) at next meeting |
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1. Proposed Future Meetings and venue – to be agreed and confirmed

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| **Date** | **Venue** |
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END