

**FLITWICK SURGERY
PATIENT PARTICIPATION GROUP
ANNUAL GENERAL MEETING
3RD AUGUST 2020
11am VIA ZOOM**

1. Attendees:

Julie Abrahams	John Roberts
Catherine Pearson	Richard Pardoe
Richard Kennedy	Alan Elliott
Fred Degenhardt	Lionel Yarde
Andy Long	Sally Law

Apologies:

Mabel McLaughlin
Beryl Skuce
Venetia Bunker
Ann Hadfield
Dr Turner

2. Minutes of the last AGM

Confirmed as a correct record, there were no matters arising.

3. Reports

- **Chairpersons report**

Julie welcomed Sally Law a new member and asked if she would introduce herself to the meeting at the end.

We can't say 2019/20 hasn't been interesting!

We haven't managed to meet up for the requisite number of meetings because of the Lock down caused by Covid-19. However, the meetings we have managed have been quality and we have reached out to our partners across the new PCN (Primary Care Network) and have attended one joint meeting the next being due in June.

We attended the Flu clinics to publicise the PPG in the hope of attracting new members. Two potential candidates came forth of which one has joined the PPG.

We have purchased 4 sets of PPE for the surgery to help them at this critical time. I sent an email round about this and apologise once again for getting on with it rather than waste time with a full one to one consultation.

Our normal activity has stopped so there is little more to report.
Finally my thanks as always goes to:

Richard Pardoe – Vice Chairperson
Mabel McLaughlin – Treasurer
Venetia Bunker- Secretariat

Andy Long & Andy Elliot – representation on other bodies

Richard Kennedy – NAPP representative.

All the remaining members of the PPG

Richard K wants to pass on NAPP Richard Pardoe said he would take on this role.

Julie will carry on her role for one more year but will then stand down. A new Chairperson will be required at the next AGM.

All Officers apart from the changes mentioned above will stand for another year.

- **Treasurer report:**

In Mabel's absence JA reported:

Balance of account £356.94

Thanks to Richard Kennedy for his generous monthly donation which has now ended as agreed.

We wish Mabel well in her biopsy and follow on treatment.

- **Practice Manager's report**

Catherine reported that the surgery have survived Covid first round. We were the 'Hot zone' for the area. Now we are a mixed zone which we cannot see changing.

We are running a telephone triage system. A call back from a clinician – GP or Nurse, we have facilities to make a video call, patient to send in pictures, and patients will/can be invited in if necessary and seen by staff in full PPE.

After seeing a patient rooms will be cleaned and change of scrubs will happen. If a 'hot patient' is seen then the room will have to be left for 30 mins before another patient can be seen in the room.

Bloods are being booked only on the day as the 3 questions still need to be asked on the day i.e., Temperature, new cough, change in taste/smell.

All staff at the surgery are wearing masks throughout their working day. Patients are being asked if they come to the surgery they wear a face covering.

We are expecting a second round of Covid19 in the coming weeks – with pubs opening and not much social distancing and flu season approaching.

Triage system is good for young parents and commuters – older patients are not too happy about not being able to attend the surgery but when explained this is to keep them safe from the pandemic they tend to understand.

From a community it maybe that we could give some help to the elderly with getting online or help with mobiles – council to help? Julie mentioned that workshops were being looked into just before lockdown – will keep track of this

Flu Clinics – these will be completely different this year due to the social distancing etc. It will be – don't contact us – we will contact you if you are eligible/vulnerable first. Due to the physical space we will only be able to vaccinate 4 patients at a time so will take a lot longer than previous years with no additional payments from Government/CCG.

RK and RP joined the meeting.

Julie said staff at the surgery are doing a great job under difficult circumstances and personally she had received superb treating and thank you all from the PPG. She will send in a formal thank you on behalf of the PPG.

- **Locality**

Andrew not much to report locally – CB planning permission given to Aldi.
Alan – nothing to report.

4. Confirm Officers

All current Officers were confirmed as continuing. – see Chairs report.

5. Next year's priorities and plan

It was agreed to leave this item until things return to normal.

6. Dates for future meetings.

These would be Zoom meetings unless the Covid situation improves and the rules change.

December/January

July/August

We recognise that this falls outside the normal remit for the group but circumstances prevent us from meeting normally. Julie will circulate actual dates in November.

7. Any Other Business.

- Negative reviews on Focus on Flitwick were mentioned – 57 comments but were not all negative. It was suggested that maybe a PPG member could comment from time to time putting positive side forward. Expectations are unrealistic at times.
Julie asked Lionel if he would monitor site and bring anything to her attention – once a month, this he agreed to do.
- John mentioned huge problems with FonF – can be toxic at times. Personally happy as had a call back within 10 minutes when called recently.
- Sally mentioned a similar sight in Stewartby and always quick to post negative reviews never positive.
- FonF is the personal site of Gareth Mackey – so strong views of inadequate services in the area.
There is another site Refocus on Flitwick – much more friendly to the area.
- Catherine mentioned that the surgery do monitor this site and are looking into sending patients letters of thanks if comment is positive and a letter if negative but waiting from CCG communications to see what can be sent. We are looking at Flitwick paper and our website for something to be added in regards to this. Also to add how the triage system works, why we are trying not to bring patients in unnecessarily.
- Richard Pardoe said that if no one wanted to take on the NAPP he would be happy to continue, Julie thanked Richard and accepted.

- Julie asked Catherine what was happening re the joint PPGs? This is being looked at.
 - Appointments
Lionel said that people are having difficulty marking appointments.
Catherine mentioned that staff hours have been changed to accommodate the new telephone lines opening at 8am. We have had additional lines put in and new telephone system shows how long people have been waiting - not once have we had anyone waiting 2hrs 22 mins as stated on FonF. Patients should not put down phone and call again as go back to beginning of list.
Surgery seeing patients for vaccinations and immunisations, swabs, dressing, bloods, urgent ECG's, smears. All appointments need to be booked on the day so Covid screening can be complied with. Clinically all appointments are telephone triage but necessary face to face appointments i.e. breast lumps, rectal exams etc., are being made. Home visits are in place if necessary but these mean x2 clinicians so they will only take place if they are urgent.
The surgery are handling approx. 130/150 telephone appointments and 40-50 people are being seen for bloods/dressings etc. is this a day a week????
- Julie suggested this system may become the new model for the future – Catherine agreed.
- Lionel asked if any news on the Hub at Steppingly Hospital – Catherine said no news yet. John also mentioned that he has heard nothing.

8 Meeting close

Julie asked Sally to introduced herself saying she had been with the surgery since 1970 and her daughter to. She is a Parish Councillor for Stewartby and works at Millbrook Proving Ground in the marketing department.

Julie then closed the meeting at 12.30pm by thanking everyone for their help and support.