

**FLITWICK SURGERY**  
**PATIENT PARTICIPATION GROUP**  
**ANNUAL GENERAL MEETING**

**24<sup>th</sup> November 2020**

**11am VIA ZOOM**

**1. Attendees:**

Julie Abrahams (chair)

Dr Turner

Penny Luker-Brown

Claire Boland

John Roberts

Richard Pardoe

Richard Kennedy

Alan Elliott

Fred Degenhardt

Andy Long

Beryl Skuce

Venetia Bunker

**Apologies:**

Mabel McLaughlin

Lionel Yarde

Marina Brackenridge

Angel Brown

Sally Law

**2. Minutes of the last meeting (6<sup>th</sup> February 2020)**

Confirmed as a correct record following the correction of Fred Degenhardt's name. There were no matters arising.

**3. Reports**

**Chairpersons report**

Julie welcomed everyone to the meeting and introduced Penny Luker- Brown, the new Practice Manager and informed members that a card and £40 voucher had been sent to Catherine Pearson from the PPG wishing her well now that she has left the surgery.

She thanked all the members of the PPG for the work they do on behalf of the surgery, in particular Lionel Yarde who monitors the local press. The surgery have had some good reviews lately especially regarding the Flu Clinics.

She asked members to send positive thoughts to Mabel McLaughlin who was still undergoing treatment and was waiting for the results of her latest scan.

JA asked PLB if there was any news regarding the joint PPG/PCN? And the Covid 19 vaccine (to be discussed later in the meeting). PLB to discuss a joint PCN/PPG with the PCN Practice Managers and report back.

Finally she asked members whether we needed more members of the PPG. The consensus was we did. As a result the leaflet will be posted on the surgery web site and Fred will mention membership on a local forum which he belongs to.

#### **4. Treasurer report:**

No report.

#### **5. Practice Manager's report**

PLB had circulated in advance a newsletter covering the past few months – see pdf attached.

Covid19 vaccine: The surgery is currently waiting upon further information from NHS England as to how they will be rolling out the vaccination. As far as we know BLMK are looking for support from GP surgeries/PCNs – this could involve mass vaccination centres and practices to pick up the housebound and those patients unable to travel. However, although there is lots of anticipation, as of yet no vaccine has been approved so it is unlikely this will be happening on the 1st December. We have put a note on our website to say please do not call the surgery and we will update patients when we have further information.

PLB confirmed we have re-opened the surgery for more services ie phlebotomy, dressings, wound care and smears but are encouraging patients to stay at home where possible. We are still running a telephone triage system which is as per government guidelines to try to keep a low footfall in order to minimise the risk of Covid-19 infection. Where we do have patients for face to face appointment, then appointments last under 15mins, the clinicians are in full PPE, patients are advised to wait in their car and are called by the clinician. Patients are accompanied to the consultation room and then escorted out. The room is cleaned before the next patient.

A survey regarding the telephone triage system has been sent out over the past two weeks and the results will be circulated to the PPG. At the time of the meeting in summary:  
The majority wish the triage system to continue 88.39% (99 people) 11.61% said no (13 people);  
The majority of respondents received a call back from a clinician within 2 hrs;  
How helpful was the tele consultation – 95% helpful, 46% extremely helpful;

Another survey had been circulated to patients regarding the recent flu clinics. From 1900 messages sent out so far we had received 660 replies. The surgery were pleased to find there was a high level of patient satisfaction with this service and that 96% were satisfied with the safety measures when attending for their vaccination. A copy of this survey has also been circulated to the PPG.

Julie mentioned that the PPG felt that the telephone system was letting the surgery down. PLB replied that we are answering calls with as many staff as we have available. However, we have been receiving a very high volume of calls and this appears to be the nationwide pattern, as confirmed by our phone company. We are looking to increase the capacity of the incoming phone lines.

PLB stated that the Surgery was looking at longer term strategies away from the telephones to respond to patient enquiries. For example, online booking as used for the flu clinics via the website, fit notes or MED3's sent through email or text using AccuRx. The Surgery was also looking at introducing an online triage system to respond to patient enquiries.

Julie mentioned that it seems a bit archaic to expect everyone to call in from 8am – cannot get through, constantly engaged – would it be something to go back to splitting appointments so that some are available at 2pm? PLB mentioned that always exceptionally busy on a Monday or before BH. We do have afternoon telephone triage appointments although the majority of afternoon appointments are for patients who need to be seen face to face or followed up for review.

John – would it be possible to have a separate line for flu clinic bookings? PLB - We think this would overflow onto the normal number and we would like to encourage patients to use the online booking form.

JA asked if a survey could be constructively made so patients are made aware of what they can book – online link to give opportunity to educate patients. PLB replied that this was something that she has considered and would like to carry out. She would welcome any questions and suggestions from the PPG. A piece of work to carry over to January 2021.

Premises expansion - no plans at present. Shelved due to Covid-19.

**6. NAPP** – No report.

**7. Locality:** Andrew Long reported on:  
Crematorium site proposed at Steppingley Hospital under consideration by Central Bedfordshire Council and Flitwick Town Council.

Julie thanked Andrew for keeping the PPG up to date on the locality.

**8. Any Other Business.**

Request to each member to provide preferred personal telephone numbers to Julie for any time deemed essential.

**9. Future meetings:**

These continue as Zoom meetings for the foreseeable future. The next meeting will be held on **23<sup>rd</sup> February 2021 @ 5.30**. Members to confirm or send apologies as usual to Julie please.

**10. Meeting close:** Julie then closed the meeting at 12.30pm by thanking everyone for their help and support and asking members to send her their telephone number if they felt able.