

## PPG Virtual Committee Meeting, 6<sup>th</sup> October 2020 via Zoom

**Present:** Lynne Mitchell, David Standen, Angela Millington, Alison Green, Jenn Hesmer

1. Apologies were received from Lin Holmes and Andrée Stevens
2. The minutes of the previous meeting were agreed.

### Matters arising

- Flu jabs – Several of us had the vaccination at the surgery, where the procedure was smooth, efficient and safe. LM had hers at Day Lewis Pharmacy and they will notify the surgery of this. There was discussion as to why people might refuse to have a vaccination.
  - DS will give online help to SB with the Newsletter, particularly with layout and format as an old version is currently used. Standardisation is needed to enable it to go across all platforms. The possibility of downloading a large print version was suggested.
3. The NHS App is being promoted by the surgery and there is now no link to Patient Access on the website. The surgery does not want patients to join Patient Access as they would need to go into the building to obtain the codes and prove their identity. Other issues with Patient Access were discussed. LM suggested a note could be put on the website requesting patients not to ask to join Patient Access and explaining about limiting people entering the building.

Registration on the NHS App is not straightforward and the committee felt that the surgery needs to know this.

4. LM had bumped into two ex-committee members, who were interested in re-joining. They would need to access Zoom. It was pointed out that extra people could make us quorate if current members were unavailable and there followed a discussion on whether email votes of absent committee members would suffice. It was agreed to check the Constitution and if necessary add the email vote at the next meeting.
5. Some of the committee had used the NHS COVID-19 Track and Trace App. Newer smart phones are needed.
6. It was decided that at the present time we can't really promote ourselves.
7. LM wondered if the committee could use the Facebook page. After some discussion, it was decided there was nothing we could add to it.

**A.O.B**

- LM told us that a new 111 system is now up and running and should be able to direct patients to the appropriate place and also make appointments at various places, dentists, opticians, pharmacy's or GP's.
- There have been complaints about the COVID-19 section of NHS 111, but the service is now being improved.
- LM had forwarded a survey she had been sent about what has happened to people during Lockdown e.g. getting through to the Conquest Hospital by telephone.

**Dates of next three meetings**

October 27<sup>th</sup>, November 17<sup>th</sup> and December 8<sup>th</sup> (with virtual mince pies etc!) 7.30pm via Zoom

The meeting closed at 8.35pm.