

PPG Virtual Committee Meeting, 12th October 2021 via Zoom

Present: Lynne Mitchell, Angela Millington, Jenn Hesmer, Andrée Stevens, Lin Holmes and Sue Bendell (Surgery Administrator)

Absent: Alison Green

1. There were no apologies.
2. LM welcomed Sue Bendell, Surgery Administrator to the meeting.
3. The minutes of the August meeting were agreed. There was an Extraordinary Meeting (face-to-face) in Sept attended by LM, AM, JH, AL and AS (via Zoom). The outcome of the meeting was the Acceptable Behaviour Policy (existing patients) and the Acceptable Behaviour Agreement/Contract (new patients).
4. Matters arising: There were no matters arising.
5. **New Patient Behaviour Contract:**
This would be given to new patients in their Registration pack. It will say that the PPG have signed the form off. In response to queries about warnings, SB explained that these go out by letter in the post. Normally there would be more than one warning but there have been occasions when a patient has been removed immediately.
Staff training on dealing with abusive patients is planned.

Existing Patient Behaviour Policy:

There was discussion on where this would be located. The PPG would like it to be on a Newsletter and on the website. SB said she would put it in the Patients' Information section of the Newsletter. The PPG also reiterated how aware they are of the pressure staff are under and SB explained that there are vulnerable staff and the locked door policy prevented patients with COVID coming in.

6. **Telephone Open Surgery;**
This is still under discussion. LM went through PPG's observations/concerns:
 - Needs to be Wednesday/Thursday
 - Needs adequate workforce to answer the phones before 10.30am.
 - Also enough Drs/nurses etc to ring people back.
 - Will the return calls all be GP's?
 - Will the calls be triaged and by whom?
 - Will calls be taken about anything else?

A big issue is that some patients who couldn't get through in the time frame would not have been able to use Engage Consult either, creating a long delay.

A.O.B Virtual Group

David Standen has decided to stand down from the main group, but will continue as a virtual member. SB reported some response to her 'advert' for new members, but they

seem to disappear after receiving the information. LM said she is happy to contact them and could use her new NHS email address. A possible vetting process was also discussed.

PPG roles

LM pointed out that we now have no Vice Chair and she is finding it hard that there are not more of us to share out the jobs. She is going to stand down from the Steering Group.

Facebook

Recent message

It was thought that the recent message asking patients only to make contact if it was urgent due to staff shortages might be counterproductive. Some PPG members had wanted to make contact but had been put off. It was suggested that a message telling patients there would be a longer response time would be more helpful.

SB added that Receptionists were currently only based at Beaconsfield to alleviate the situation.

There was discussion about a PPG Facebook section, but it looks as though we would have to have our own page/account.

Flu Clinic

LH and JH reported that this had been very slick.

Newsletter

The September Newsletter had not been emailed out but it is now on the website.

PPG Constitution

In light of recent developments the PPG constitution will need to be reviewed, preferably at the next meeting.

Dates of next PPG meeting

9th November 2021

14th December 2021

PPG Forum Tuesday Dec 7th 15.30hrs. This could be face-to-face if a venue is available.

The meeting closed at 8.25pm