

PPG Virtual Committee Meeting, 8th March 2022 via Zoom

Present: Lynne Mitchel, Angela Millington, Jenn Hesmer, Alison Green, Andrée Stevens, Lin Holmes and Debby Anderson.

1. There were no apologies.
2. The minutes from the last meeting were read by LM.
3. Matters arising.

LM had asked the surgery if the music that is played whilst waiting for the phone to be answered could be changed as we consider that it is not very calming for patients. The surgery said that it came with the package and they didn't think it could be changed.

It was decided that Engage Consult was something we need to discuss at a later date.

LM had sent her husband's letter for his fourth booster to Dr Radia so that he could see what it said.

Suzanne will come to our April meeting to discuss the Procedures and Protocols.

4. Cloud Telephony.

AG discussed the idea of having remote receptionists working from home. We all felt that it needs a great deal of thought. We felt that the idea of the surgery working as a team might be lost and the personal touch with patients, especially for the vulnerable and disabled.

When Dr Radia is invited to join us at another meeting in the future we need to have our thoughts and questions ready. LM will ask Sue if Dr Radia is seriously considering Cloud Telephony. DA suggested that remote working was something that was going to happen but that we probably need more information before giving our opinion.

5. DA asked about the PPG and its aims, LM gave an overall description of who we are and our history. DA suggested that we could have a larger zoom meeting so that we could explain to patients who we are and what we do. We felt that the only difficulty with that would be how we would contact patients to give them the information. We all tried to give Debby an overall picture of our relationship with the Drs and the surgery.

6. We all introduced ourselves to Debby with a brief description of who we are and why we are members of the PPG. Then Debby told us about herself and her involvement with Hastings Voluntary Action. LM encouraged us to sign up to the HVA bulletin. LM and JH talked to Debby about the digital champion program and the upcoming coffee morning helping people with digital tech.

7. We also hope to have time to discuss the forthcoming coffee morning by HVA which will be about digital.

8. AOB. AS asked if it would be possible for the surgery pharmacy phone line time slot could be at a better time, once a week, for working people.

9. Our next PPG meeting will be on 12th April.
The next PPG Forum will be on teams on 5th April.

The meeting closed at 8.45pm.