**Slaidburn Health Centre PPG meeting held on Thursday 10 December 2020 via ZOOM**

Present:

Dr Amy Bonner

Mike Fairbairn (Chair)

Kim Shutes (Secretary)

Vicki Wood

Heather Harrison

Paul Elms

Zoe Elms

John Ashworth

Bob Staples

Jackie Howard

Val Sharpe

Lynda Stephenson

Tracy Ankers

Apologies:

Mary Beattie

John Sharpe

Neil Webster

Sarah Hey

Kath Webster

1. Welcome, introductions and apologies:

The Chair welcomed those present and apologies were read out. Apologies were accepted as above.

1. Minutes of meeting held on Wednesday 9 September 2020:

Minutes of the meeting held on 9 September 2020 agreed as a true record.

Proposed PE; Seconded VW.

Action plan updated.

1. Matters arising (actions):

Heather read a message from Kath Webster thanking patients for their kind messages whilst she was suffering from COVID recently. Kath wanted to reassure people that there had been no risk to the surgery as she had contracted COVID whilst away on holiday. Kath was not severely affected and was away from work for two weeks when she then contracted a chest infection and so had some further time away from work. At no time was the safety of patients or surgery staff compromised.

* Discussion and adoption of website details. It was pointed out that the Friends of Slaidburn section of the website is out of date. Suggested PPG content was unanimously agreed with the provision to add the PPG email address to the website details.
* **ACTION – Heather to ask the Friends of Slaidburn to provide an update for the website.**
* **ACTION – Kim and Mike to work with Heather to ensure the website includes the agreed details.**
* Draft Patient Survey – comments as follows:
  + change the word ‘satisfactory’ for something more positive
  + change ‘reasons’ for something more positive
  + question to be added about how the surgery can improve or do things better
* **ACTION – Mike to make Patient Survey amendments as suggested**
* The questionnaire was discussed further and in particular about the distribution: how and when. A suggestion was made to do it on Survey Monkey and to put the link on MYGP app to circulate into the community.
* **ACTION – KS to create Survey Monkey and arrange with HH to put on MyGP app.**
* **ACTION – HH to arrange for the survey to also go out with repeat prescriptions and request return when patient next collects prescription**

MF and KS met online with the CCG (Lisa Cunliffe). The conversation was very positive. MF and KS updated LC with the actions of the PPG to date. LC stated that the contract is being delivered as required and confirmed that there would probably be the opportunity to extend the contract for Dr Bonner by one year given the current Covid 19 situation. MF and KS to contact Michelle Pilling for advice regarding PPG best practice and David Rogers to arrange for the CCG website to include details of the Slaidburn PPG.

1. Dr Bonner updates:

* Dr Bonner explained that the RCGP are still recommending that the triage system remains in place for the foreseeable future.
* Dr Bonner stated that she had received an email from the CCG granting her an extension of 12 months on the original contract. Dr Bonner yet to receive formal contract.
* Medical student placement has been very helpful and relieved the pressure on staff whilst one member of staff was absent.
* Flu jabs for over 50s being rolled out on Tuesday 15 and Thursday 17 December 2020. There are not sufficient jabs (only 120) being made available from NHSE for this particular population and so approaches may have to be made back to NHSE should more patients ask for a jab.
* Updates on the COVID vaccination programme – there are meetings being held with the local Primary Care Network; Slaidburn will join forces with Clitheroe and Whalley surgeries to provide, initially, vaccinations to patients over 80 years old. The first batch is expected 28 December 2020. Dr Bonner to make enquiries about parking ie can the council car park be provided free of charge for patients. Concerns were raised about the 15 minute wait required after the vaccination is given, where will these people wait and will it cause processing problems?
* CQC held a monitoring call with Dr Bonner on 2 December 2020. They were unable to attend due to COVID but they reviewed available information in order to assess safety, access and leadership of the surgery. They concluded that no further regulatory activity was required at this time. Mike congratulated Dr Bonner on the outcome.

1. Review CQC document:

In hand, the construction of the Survey and new website details are part of this work.

1. Items for discussion

No other comments.

1. AOB

None.

1. Date of next meeting

Tba depending on the timing of easing of Covid 19 restrictions.

1. Close

The meeting closed at 20.30.