**Minutes of patient participation group meeting 21.10.20 6pm via Teams**

**Attendees**

**HW LM AJ ST RS VC CB**

**Apologies ES BC LT**

After a few teething problems VC and CB were welcomed to the PPG.

Due to various reasons and including the ongoing pandemic it is some time since we held a PPG meeting. LM caught the meeting up with the changes that have taken place. In terms of staff retiring (Dr Bell and Dr Johnston) being on maternity leave (Dr White) and new starters- particularly Dr Melissa Teehan. Dr Teehan comes to us from a Leighton Buzzard practice and has a special interest in mental health.

Dr White and Dr Mitchell wanted to emphasise that the practice is fully operational but has changed the way it works fundamentally to reduce the exposure of patients and staff. Thus all doctors’ appointments are by phone or video initially with a face to face appointment if this is necessary.

We are experiencing increased phone calls and complaints in regard to cancelled or delayed hospital appointments which are beyond our control.

Routine nursing and blood tests have been running as usual although we have a temporary problem in sending blood tests to Luton and Dunstable due to a reagent issue. (Now resolved as of 23rd Oct)

The main frustration for the surgery staff with this system is that patients don’t answer their phones - we have had positive feedback from patients who like this system but many patients still don’t understand the continued need - Any help with getting the message out is very welcome.

Flu immunisation clinics have been run very differently this year to allow safety and social distancing. We are experiencing excellent uptake this year to the point where we are very short of vaccine for under 65’s. The practice is exploring all options to access more supplies. We order a year in advance and the increased uptake this year could not have been predicted. The government advertisement of vaccine for all 50-64 years olds has created difficulties as the arrangements for this group including vaccine supply are awaited.

Dr White explored the interest in the group for fundraising for equipment. RS and ST expressed and interest and have experience- A stall at the Edlesborough carnival was one option suggested (assuming that it is able to go ahead this year?) Dr White mentioned a patient on the Poplar Grove PPG who is very active in fundraising and it was agreed she will invite her to our next meeting.

Dr White and Dr Mitchell outlined some ideas that they have for the practice moving forward. These are in the very early stages but the patients present were generally supportive of the ideas presented.

The idea of a delivery service to housebound patients was a popular suggestion.

Next meeting TBC after discussion with Poplar Grove PPG rep. Our PPG usually meets every 4 months.