

St Wulfstan Surgery
Minutes of PPG Meeting
10th March 2021

Present: Alan Boyland (Chair), Nigel Rock (Vice-Chair), Averil Kennedy, Sandra Rice, Graham Rice, Charles Henshaw, Jean Blake, Noorjahan Pallikkanda, Debbie Woodbridge, Francesca Ellicott, David Oldridge, Tony Probert, Grania O'Mahony (GP Partner), Tim Coker (GP Partner), Faris Al-Ramadani (GP Partner), Lindsay Ward (Practice Manager and Secretary)

Apologies: Mark Hancock, Anna Walford, Jane Wolstenholme, Jane Tuck, David Powell-Tuck

Item	Discussion	Action
Matters Arising	Nil	
Covid	<p>Vaccination programme: is going very well. Currently booking vaccinations for 55-59 year olds at Stoneleigh (via 119) and at local vaccination centre at Stoneleigh. Uptake has been very good. We are keeping the website up to date. Faris will let the vaccination centre know that there has been some confusion about second appt and the venue for the vaccinations.</p> <p>Restoration of services: representative of each team within the practice will be meeting to discuss the restoration of services as Covid restrictions ease. We want to maintain good access and avoid duplication.</p> <p>Suggestions to manage flow of patients included:</p> <ul style="list-style-type: none"> • staggered appointment times; • ticketing system; • booking in from car park. <p>Suggestions to help advise patients included:</p> <ul style="list-style-type: none"> • provide guidance on website as to when phone or face to face appts are appropriate. • encourage patients to arrive at the time of their appt. • review and streamline phone message: review the phone message. • consider diverting patients who are calling about the vaccine or if they think they have Covid. <p>Lindsay will discuss with the practice team and liaise with Alan if necessary</p> <p>Lindsay will pass on the Group's thanks to the whole team for their efforts and achievements during the Covid crisis</p>	<p style="text-align: center; color: red;">FAR</p> <p style="text-align: right; color: red;">LW/AB</p> <p style="text-align: right; color: red;">LW</p>

	One of the members of the group asked about taking temperatures at the entrance. Faris explained that studies have not been conclusive on the efficacy of temperature testing in this way we have asked patients with a temperature not to attend the practice.	
Staffing	Retirement of Tim and Grania: Grania explained her and Tim's plans for retirement. The Group thanked them for their care over the years and Tim thanked the Group for their help and support over the years, which has made such a difference to the service we provide.	
Primary Care Network (PCN) Update	Faris explained the role of the Clinical Pharmacists, Social Prescribers, Health and Wellbeing Coach. More information is available via Facebook posts and website. Faris will chase Lesley Source about the proposed PCN PPG	FAR
South Warwickshire PPPG Update	Local CCGs are set to merge and there has been very little activity with the SWPPPG. It is likely that there will be a new PPPG with the new merged CCG.	
Voluntary Drivers	No report as Mark not in attendance. Restoration of Volunteer Driver service will be discussed at the upcoming meetings and in liaison with the drivers.	
Feedback	We have had three complaints over the last twelve months. A member of the group commented that he had attended the practice and felt very safe. All feedback is circulated amongst the staff.	
Any other business	Nil	
Date and Time of Next Meeting	Thursday 10th June at 12.30pm. This will be a virtual meeting.	