**Patient Participation Group – Fairfield Surgery**

**PPG Committee Tuesday 8th December 2020 via Zoom at 11am**

**MINUTES**

1. Attendees

|  |  |  |
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| Frank Smith **(FS)** | Anna Gilson (**AG)** | Claudette Neville (**CN**) |
|  | Julie Watson (**JW**) | Jill Westwood (**JWest)** |

Apologies – Dorothy Palmer, Betty McBride, Jane Bryant

1. Minutes of last meeting – 18th September 2020, approved
2. New committee member – Natalie Crabtree has been invited to join the committee and has accepted. She will join us in the New Year.
3. Matters arising:   
   Patient Survey – agreement to discuss this at our May meeting. The focus may be telephone consultations.  
   Virtual group – numbers reducing so **CN** advertised in parish mags. One new recruit. When events such as the Burwash Fair can be held again we will have a recruitment drive.
4. PPG Facebook page – agreement that the Burwash Community Page is a better vehicle for sharing information as well as the village ebulletins.
5. PPG Plan 2021 –it is not easy to make plans for 2021 with all the uncertainty due to the pandemic. It was agreed that a more general plan for the year can be adjusted in future months. E.g. a health event could be held later in the year if gatherings are permitted.
6. CCG/PPG Forum 4th November **CN** reported that this was held via Zoom. One issue raised was aggression towards Practice staff. **JW** reported that this has increased slightly due mainly to patients’ anxieties and frustrations. It was agreed to mention this in the Parish magazine reports. Phone consultations are using up more doctors’ time and cleaning down between patients restricts the time for seeing patients.
7. Practice update – **JW** reported that a new telephone system is being installed this week which will provide more lines. If there are any problems during this **JW** will ask **CN** to put some info in the ebulletins.

* A new website for the Practice is almost ready
* **JW** confirmed thatpatients can use the vestibule to queue. One at the desk, one in the vestibule and the rest outside.
* Vaccinations – the release of vaccines is dictated by the government. Flu vaccines for 50-64yr olds are now being released. Patients will be contacted to attend flu clinics.
* Covid vaccine initially will only be administered at hospital centres. Then it should be rolled out to other centres but not many GP Practices because of the complicated storage requirements   
  (-70C). By then other Covid vaccines should be coming into use which can be administered at Practices, like flu vaccines. Patients will be notified when they are available for administration.

1. AOB

**CN** said that several patients are having difficulty with on-line Patient Access. **JW** has also received a complaint. The Practice has no control over this software though **JW** thinks there may be other software companies available now, which might be worth trying.

1. Provisional date of next meeting – 19th January 2021

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Grant £550

Expenditure – Diabetes leaflets £118  
 Delivery £120  
 Donation to Diabetes UK £ 70  
 School leaflets £ 46.50  
 School leaflets and posters £ 35  
 Total £ 389.50

Remaining Grant £160.50