**ZOOM Meeting held on Tuesday 6 October 2020**

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| **Present** | Martin Connolly (Chair), Tricia Clough, Lilian Cross, Jan Allan, Nigel Bain, Eric McLaughlan, Christine Bewley, Audrey Sparkes, Maurice Gammel, Lyn Warren , Pamela Davis and James Ridout |
| **Apologies** |  Maureen Cook  |
| **Distribution** | All |

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| **Item** | **Details discussed** | **Action****By** | **By****When** |
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 | **Welcome by Chair*** The Chair conveyed his condolences to Eric over the sad loss of Jean. What an amazing lady and a pleasure to have worked with her.
 | **All had received** |  |
|  | **Matter Arising****Patient Survey - discussed****Friends & Family Test will start again in April** | **None** |  |
|  | **Potterells Update****PCN**  As from the 1 January the PCN will have a Network Manager – Sarah Ellingworth. We have also appointed another Social Prescriber Caroline to work alongside Fiona Brown. The PCN have undertaken the Nursing Homes DES (direct enhanced service) and have therefore appointed two members to this project Miho (prescribing nurse) and Anna S who will be the care co-ordinator between the surgeries and the nursing/care homes. Approximately 500 beds across the network with 375 being occupied.**Hot Hub**This is working well at Spring House with approximately 4 patients from Potterells attending each day.**COVID-19** We will be using Bellingham Court at the University as our HatfieldNetwork vaccination site as from January – more details to follow.Hot of the Press –“Lister Hospital are making contact with eligible mobile of 80’s to offer them a vaccination appointment at the hospital site. Public Health leaflet available at www.enhertsccg.nhs.uk**Flu Clinics**We have our first 50-64 year old flu clinic this Saturday 12 September. Lots of volunteers from the PPG. Martin will be in attendance to organise jobs.**Wesite**  – “Patient Voice” This is the label on the website for the PPG – do we want to change this? We have to get better at using this site and publishing our minutes etc. LC will discuss with JR and come up with a plan. **E-consult -** Decided that probably more patient education on the appropriateness these consultations. They are time consuming and sometimes (especially over weekends) inappropriate.**NHS 111 Launch**This is meant to happen on 1 December 2020. No one has had any experience of this yet. This is to ensure patients phone them first before turning up at A &E**Healthwatch**Should this be put on the website. Social prescribers and fire service are delivering this message. Booklets available from LISs.**Staying well in Hertfordshire**This should be on the website.**Communication with patients**Long discussion on the best way forward with this as we have 89% mobiles and not even 1% of email addresses. Lots of for and against both systems. Maybe we use Mjog or another service to contact patients. LC to make contact with someone in IT at the CCG. Martin happy to get involved in needed.**Cancel out Cancer**Hall Grove have done 3 Zoom meetings with patients with approximately 50 attending at each time. Lyn is friends on Knebworth facebook and they hold monthly meetings with their patients. Martin will make contact with both surgeries to find out how this is organised i.e. PPG or the surgeryMaurice asked what are we trying to achieve with all this communication i.e. Surgery contact or PPG. Maurice came up with an excellent idea of contacting Head of IT at the University of Herts to see if someone in the group would like to take this on as a project. JR/LC suggested maybe the 6th form at Chancellors school?**Commissioning Services**Nigel and Martin attend the wider group meetings on the above changes in services. Too much to try and disseminate amongst the group so it was agreed that they would digest what is going on and what is relevant to the group. Services like Mental Health, Cancer,Dementia and ICS.**Terms of reference**It was agreed that everyone would read and either make changes or agree. No reason why we should change the constitution but it is always good to review. Has not been reviewed since 2015**PPG Members**It was felt that we needed some new members maybe people with the following skills:- Marketing, IT knowledge, Communications.**Newsletter**Jan felt that we the PPG should be producing a newsletter – this should be short /precise and snappy. Small group to do this and get approval from Martin. Jan is happy to collate the information. Small team of members for this as follows : Nigel, Jan and Martin**Next Meeting Tuesday 9 February 2021 – Zoom (face-to-face)?** | **Lilian****Lilian****LC/JR****LC/MC****MC****MG** |  |