**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 and James Ridout |
| **Apologies** | Jean Nuckey, Pamela Davis, Maureen Cook and Jack Adams |
| **Distribution** | All |

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| **Item** | **Details discussed** | **Action****By** | **By****When** |
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 | **Welcome by Chair*** The Chair thanked everyone for attending this second Zoom Meeting. Minutes approved
 | **All had received** |  |
|  | **Matter Arising** | **None** |  |
|  | **Potterells Update****Survey****Patient Survey**  This is undertaken by NHS England on an annual basis. This has been discussed at practice level and our results are outstanding and achieved above National average on every aspect of the survey. The partners would like to thank the staff for their constant hard work (especially during these difficult times). The PPG appreciated the hard work from all at Potterells.**PCN (Primary Care Network)**Interviewing for 2 care coordinators across the networkPhysician Associate would be good and we are looking for one for the Network.Another Social prescriber has been appointed who will start in November.**Hot Hub-** This will open on Monday 12 October in the Car Park of Spring House – 7 portakabins are being installed this week. One for each surgery. These will be serviced by locum doctors from 11 -5.00pm to see and suspected “Hot Patients” that may have some of the suspected COVID symptoms.**Flu Clinics**Most are being held on a Saturday morning. We have done very well so far with the over 65 uptake and would like to thank the PPG for all their support with this – it has run amazingly well. THANS TO THE PPG.**E-consult** – Patients who have access to the system are very happy with the way e-consults are dealt with and think it is a brilliant and efficient service. It has been found that IOS 10 is no longer supported by Apple so people with older IT equipment cannot access the systemDr’s Input – It has its place but incredibly hard for the practice to manage on a daily basis. Ideal for Admin/sick notes etc, but too easy for maybe Uni students who are awake early hours and have trivia questions to ask.Questions from the floor – a. Do you have to respond with 24 hours – YESb. Do you have an option to Opt Out – NO not able to opt out or switch off OOH (out of hours)c. How are you going to manage in the future – Employ more clinical staff to undertake this role**COVID 19 -** 1200 people have been tested/reported on since the start of COVID – NEGATIVEWe have had 2 deaths in the practice, 3 suspected as having it and one member of staff (early March).**NHS APP**Martin has recommended that we all download this – excellent, but only keep on when you want to see if you are in a hot spot!**Cancel Out Cancer**Trisha is happy to do a Zoom meeting with the clinicians – this will be her first time.Martin will liaise with Justin Jewitt and Lilian to arrange a convenient date and time.**Health Walks**Brookmans Park have restarted the walks with around 10/12 people walking each week at 2.30 pm on a Thursday, walking in groups of 6.The official Health Walks will commence again soon.**AOB*** **Membership** – It has been agreed to remove Jack Adams from the PPG list due to lack of communication.
* **Lonely Patients –**  Martin has suggested that the PPG members would be happy to phone lonely patients – Lilian will ask Fiona to start asking patients and compiling a list.

**Next Meeting Tuesday 8 December at 10.30 am – venue/zoom tbc** | **Lilian****Lilian****Maurice/****Martin****James****Maurice****Lilian****Martin****Maurice/Trisha and Lilian****Martin****All****Lilian** |  |