

Clift Surgery PPG Minutes 25 March 2022

1pm

Present: Keith Oborn, Jan Wright, Sue Howell, Claire Berry, Sharon Stone, Juliet Crawley

Apologies: Alex Marianos, Jacqui Skillet

Minutes: Approved

1. Welcome to Sharon, a new member.
2. News from the surgery
Welcome back to Claire. There have been a lot of staff absences due to Covid which has had a knock-on effect on services.
Please note that in spite of restrictions being lifted for the general public this is not the case for medical services. **Patients are required to wear a mask if they visit the surgery and dispensary.** *(Jan will post on social media to this effect)*
The surgery is aiming to resume face to face appointments. If anyone has symptoms of Covid they must not enter the surgery but will be seen outside.
Vaccinations. These are being given to care homes and over 75s and the most vulnerable. Jameson House and Festival Place are providing this service.
The dispensary is performing well, but is in need for further staff and adverts have gone out. *(Jan will make sure the latest news is posted on Social media and on the Village Hub).*
3. There is conflicting information regarding appointments and how and where they can be made. It is the ambition that there could be extended hours from October, but are not currently available. The Website is offering conflicting advice and this needs to be addressed as soon as possible. *(Claire to investigate)*
4. Did Not Attend. The number for March so far is 90, including doctor and nurse appointments. The average cost of a DNA is £30+, which is costly to the surgery and taking away appointments from those who need them. *(Jan will make sure the latest information is posted on Social media and on the Village Hub.)*
5. EConsult and Patient Access is still causing problems and needs refinements.

Date of next meeting: May 6th 2022 at 1pm