

## **Minutes of Clift Surgery Patient Participation Group**

**Friday September 3<sup>rd</sup> 2021 at 1pm**

**Present:** Keith Oborn, Sue Howell, Claire Berry, Jan Wright, Juliet Crawley, Alex Marianos

**Apologies:** Mike Davies, Jacqui Skillet

**Minutes of previous meeting:** Approved

**Matters arising – see below.**

### **Surgery Updates**

#### **Covid and Flu vaccination roll out.**

There has been a lot of confusion at both local and national level. For clarity,

- Boosters for the over 50s – wait to be called or book an appointment online or via 119 at least 1 week after the 6 month gap after 2<sup>nd</sup> vaccine.
- **Clift Surgery is only offering Flu vaccines to over 65s and under 65s with specific health conditions. Others can book a flu vaccination at local pharmacies.**
- **No further drive through flu clinics.**
- The supply of flu vaccines is patchy so be prepared to wait a few weeks.
- **Jameson House phone line has been overwhelmed and cannot cope with the number of calls. You should not call them, but wait to be contacted.**
- **Blood Bottle Shortage.** This is easing, and routine blood tests are being reintroduced gradually.
- Surgery is undergoing internal changes and further details will be provided.
- Billie Fenner has now left and a replacement is being sought.

#### **Reception difficulties**

Claire informed us that the receptionists are under extreme pressure, having to deal with abuse from some callers. Morale is extremely low and it is a great cause for concern at the surgery. Sharon, the receptionist manager, joined us to tell us about the problems and to ask for our assistance. The message in the media is things are back to normal. They are not. “Rude, obstructive and critical” is not acceptable.

In addition, Claire said there are still a number of Did Not Attend appointments, which is frustrating, expensive and prevents others from seeing a doctor.

#### **Communication**

This is something the PPG wishes to assist the surgery with and we will continue to work with the surgery in ways that messages can be sent out quickly and efficiently. Jan is happy to assist the Surgery with the web site to help with communication. Sue is working on a Communications Policy to help with the problems generally.

### **Community Connector**

Keith and Sue have met with Maria from the Red Cross. Information about the Community Connectors needs to be added to the Surgery website, in line with the other PCN websites. Posters are available and will be placed around the village.

### **Clift Meadow Coffee Morning**

PPG has a weekly table and Alex will attend as the main contact when he can. Leaflets etc are available and Alex will try to gauge the feelings about Clift Surgery, which have been very positive so far.

### **Friendship walks.**

These began on October 14<sup>th</sup> 10.30 – 12 and we have 7 people engaging, 4 of whom are new to the village. It is being advertised and we will get more over the next few weeks.

**Date of next meeting:** November 12<sup>th</sup> 2021 at 1pm