

Clift Surgery Patient Participation Group

Meeting 14 December 2020

Present: CB, KO, SH, AK, MD, AM, JW, JK, JC

Apologies: NF

Agenda

1. **Minutes:** October and November minutes agreed
2. **Covid update.** CB: Situation changing from day to day. Numbers of infections are increasing. The vaccination programme is starting to be rolled out this week at the Hampshire Court Hotel, starting with the oldest patients and working back. Care homes are likely to be vaccinated over Christmas. Anticipated roll out at Clift may be a similar format as the flu clinic but it will take time. Staff are exhausted and working flat out, due to self-isolation and illness. All positive feedback is very welcome and boosts morale.
3. **Flu clinics.** No plans for any more flu clinics. Vaccination continuing at the surgery.
4. **Volunteers.** CB is looking for retired health care professionals to volunteer. These should register with the HCC portal. List of other volunteers to be forwarded to Billie. The PPG is seen to be a communications conduit with residents of Bramley and its role is much appreciated. The Rotary and St John's Ambulance will be involved in supporting the vaccination process. Tim Cooper of Chineham PPG is co-ordinating volunteer help at Hampshire Court and will contact KO if help is needed.
5. **E consult.** KO shared with CB that there is a dummy E consult for people to feedback on. So far comments are not very positive. The extensive questions are in line with NHS 111 required by NHS England and surgeries. It was also noted that Patient Access is sending unsolicited email for private medical services under the NHS banner.
6. **AOB:** to raise the profile of the PPG and give weight to its role in the community, Keith will make sure the Clift Surgery Patient Participation Group is mentioned in all notices.
7. Date of next meeting: Monday 18th January 2021

Happy Christmas!