

<u>Present</u>
Alvin Follows (Chair) AF
Beverley Follows BF
Laurie Brunger LB
Glenys Roach GR
Josie McCutcheon JMC
Sharon Dainty SD

	ITEM	DISCUSSION
1.	CHAIR	SD confirmed with Alvin that he is happy to remain chair. AF happy to remain chair at present.
2.	FUTURE MEETINGS	SD would like some future meetings to be held via teams/zoom. The group agreed this would be worth a try to try and help other patients engage. Meetings to be held every 3 months.
		SD informed the group that this is likely to be her last meeting as there will be a new Practice Manager taking over. SD will remain at the surgery as Business Manager.
3.	STAFF	SD raised concerns around the amount of abuse staff are receiving from patients at present. Although our clinicians have never stopped seeing patients during the pandemic, SD feels this may be because we have the doors closed so gives the impression that the surgery is closed. It has been agreed that the doors can now be open.
		SD advised the group that we have had a high turnover of reception staff during the pandemic due to the job not being flexible enough and to stressful.

4.	APPOINTMENTS	BF expressed that she would like to see appointment booking go back to the way it was prior to the pandemic. SD advised this is unlikely. There will be more telephone consultations but feels that 50% of GP appointments should be available to book for patients now. The group fully supported this.
5.		The group discussed LIVI appointments, and SD advised these are being used for extended access appointments.
6.	VACCINATIONS	SD informed the group that we now have the FLU vaccinations in so appointments will be getting booked from now.
7.		AF asked if the Covid booster and Flu vaccine can be given at the same time. SD advised we can't facilitate this due to the 15 minute waiting time required after the Pfizer booster vaccination.
8.		SD advised that the Covid booster vaccination can only be given 6 months after your second vaccination.
9.	BLOOD BOTTLE SHORTAGE	SD advised that the national blood bottle shortage is now resolved so all blood test can now continue.
10.	GROUND RULES	SD advised we need to ensure we have ground rules set for future meetings and ensure people don't use the group as a way of complaining. Terms of reference to be sorted before next meeting.
11.	NEW MEMBERS	JMC has sent a text message to a group of patients aged 24 – 39 as we are currently underrepresented for this age group. We had a good amount sign up so hopefully the virtual meeting will bring some new members.
12.	NEXT MEETING:	MONDAY 10 TH JANUARY 2022 (VIRTUAL) 7.00pm – 8.00pm