Catshill Village Surgery PPG Meeting Minutes – Monday 14.6.2021

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| Attendees: Angela Styring – Practice ManagerSocial Prescribing & Wellbeing Team – Jenny & Gareth6 Patients (5 Female & 1 male) | Apologies:Abbie from Social Prescribing |

Angela opened the meeting with a warm welcome back into the surgery for their first meeting since the first lock down.

AS: News updates:

Catshill are no longer merging with Chruchfields surgery.

We have a new telephone system which records and monitors calls. Angela showed the wall call board showing how many calls taken, any lost calls and the time taken to answer the calls. The group were very impressed.

Staff Update: New - PM Angela Styring started September 2020

 New Receptionist – Jo Bourne & Pauline Bloxham

 Receptionist - Helen Cooksley returned from long term sick leave.

 New HCA – Ruth Ling

 New IT – Susan Zaleska

 Leavers: Katy Vale

Opening up the Surgery

We hope to be opening up the surgery shortly. I want to share our ideas with you and ask for your feedback.

The work we have done so far in preparation:

* Reception Screen
* Front door and back door for letting patients in/out
* PPE preps
* Chairs
* Intercom
* The idea

The group were shown all the above and was very pleased to see the progress in preparation for reopening.

Presentation:

Social prescribing & Wellbeing gave a presentation on both services, see the attached information. Angela and the group are very supportive of the services and patients have already been referred.

Newsletter:

AS: SZ is going to start doing this again, quarterly. The PPG can contribute to it and can maybe advertise new members for the PPG Group this way.

Next meeting:

It was agreed we would try to meet every 2 months. The next meeting is Monday 13th September at 5pm at the surgery. New members are welcome.