

# St John's Medical Centre

## PATIENT PARTICIPATION GROUP

### MINUTES OF MEETING

8 July 2021 – 11:00 a.m.

Present: Nikki Masson (Deputy Practice Manger), Elias Haddad, Judith Argyles

Apologies: Dr Mufti, Jenni Cussell

Minutes: Tracey Cullington (Medical Secretary)

DUE TO THE COVID RESTRICTIONS THIS MEETING WAS HELD VIA ZOOM

#### Welcome

Nikki welcomed everyone to the meeting.

#### Minutes of the last meeting and Matters arising

These were not read as they were not received, Jenni had written the previous minutes.

#### Update on the Engage Touch Plus equipment installation

- Elias had found a source of financing. He said that the cheque was with the Trust to be signed and he hoped to have a money transfer next week.
- A second request from the surgery had been sent to the Trust, consideration of an ECG machine. Although this had been requested Elias pointed out that we could not keep asking for funding every month, perhaps once at the beginning of the year. This meant that we would not have to organise tombolas etc. as a source of financing.
- Elias was dealing on a one to one basis with the chair of the Trust, this was to remain anonymous.
- Nikki stated that we had requested the 24 hour ECG as during the Covid period we could not loan out to patients as we had been doing, there was a 3 day wait between patients due to sterilisation of the machine.
- Nikki thanked the Patient Participation Group on behalf of the practice for the new Engage Touch machine. There were a few early glitches regarding the installation of the machine but these would soon be ironed out. A photo shoot needed to take place between Roger of the Rotary Club for the £500 given from the Swimathon with the surgery; this would be organised. Elias said that the transfer would only be the net amount and explained the VAT threshold and that we needed to be registered to claim it back. He offered to help look into VAT registration.

#### Any Other Business

- After July 19<sup>th</sup> 'Freedom Day' perhaps the PPG Noticeboard could be updated.

- Nikki stated that the practice was considering changing the phone system as it was not high tech. Surgery Connect. A patient could ring up and cancel an appointment whilst in the phone queue/check and appointment/arrange a call back. Elias asked regarding the funding for the phone.
- Ask my GP had been turned off ad hoc due to the amount of calls.

#### Staff Update

- We had a new Nurse Practitioner – Claire Francis.
- A new receptionist Angelika who was Polish and so this would help with translation. At this point Elias pointed out that he spoke Arabic and if needed he would be available to converse with patients.
- We were interviewing for further receptionists.
- 3 new Registrars were due to start in August, possibly 4. Dr Vlad Dancea would be returning in August for another year.

#### Website

Elias said that we had done a grand job on the website and that it was now under control.

The next meeting is due to be held on 7<sup>th</sup> October at 11:00 am, this will hopefully take place in the surgery.