



## Minutes Of PPG Zoom Meeting 10<sup>th</sup> February 2021

In attendance: PPG members

TVH Practice Attending: Practice staff.

The meeting was held using Zoom technology with PPG attendees at home and Practice personnel in the surgery.

**Welcome/Apologies.** The Chairman welcomed everyone to the meeting & apologies were noted. He apologised for there being no meeting held in December due to pressure managing the Covid situation and thanked PPG members for their patience.

1. **Minutes of previous meetings.** The minutes of the meeting on 14<sup>th</sup> October 2020 were approved.

### **Matters arising from the minutes:**

Due to the situation with Covid 19 and pressure with the vaccine program matters arising from the last meeting and future projects have been put on hold. Practice staff will consider the projects relating to technology, the mandate and the role of the PPG for the next meeting.

### **2. Update from the Practice.**

It was reported that on advice from NHS England all non-essential work has been stopped in order to focus primarily on the vaccine program and essential work such as child immunisations. The vaccine program has been successful with all over 80's completed and focus now on the over 70 age group. Most of the housebound patients have been visited at home to receive their jab. The Practice have been working at Pensilva and also at pop up clinics at Launceston college. Appointments are also available at mass vaccination sites such as Plymouth Argyle, where people are offered slots via a national booking system. The decision on locations to give jabs is not currently made at a local level although this may change later in the year. For now there is no approval to secure a venue in Callington so anyone wishing to volunteer to help out should contact Pensilva or Launceston, this can be facilitated by contacting the Practice.

Concern was raised that some housebound patients may not have the correct status on their record so may be overlooked. It was confirmed that there is a process in place to ensure everyone entitled to the jab will be contacted.

Currently anyone over the age of 65 can book their jab and information is available on social media. Routine services will be reviewed when possible and additional staff have been brought in to help with telephone calls, along with locum GPs to free up clinic time to enable practice staff to attend the vaccination clinics.

It was noted that some people seem to be frustrated when waiting at the pharmacy. There are staff issues currently and they are under a huge amount of pressure hence the

change to medication order time being extended from three to five days. The Practice have approval for a building improvement grant that may help to improve the space in the pharmacy.

### Reports and updates.

**TAPS.** There was no report for this meeting but the group will be asked to report for the April meeting.

**Bank account.** Current balance remains at £406 with no recent expenditure.

### 3. Any other business.

Normally all staff at the Practice meet in January to set objectives but this has not yet occurred. Plans are in place to include objectives around social prescribing and engaging younger patients to the PPG.

There is an umbrella group meeting on 11<sup>th</sup> February.

Members have been encouraging people that have retired early to consider joining the PPG.

The next PPG meeting is planned as a Zoom meeting to be held on Wednesday 14<sup>th</sup> April at 3pm