**MINUTES**

***PPG meeting***

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| **Meeting Date:** | 25th November 2021 | **Meeting Time:** | 1900 |
| **Attendees:** | Many patients plus Liz Richards and Sarah Dowling from the Practice |
| **Apologies:** | Many |

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|  | **ITEM** | **ISSUE / STATUS / ACTION REQUIRED** | **Responsible** | **Due** |
| 1. | Introductions and Welcome | Liz Richards (LR) welcomed everyone. LR thanked everyone for responding and joining the meeting tonight  |  |  |
| 2. | Apologies  | Many were received by email |  |  |
| 3. | Minutes of Previous Meeting  | agreed |  |  |
| 4. | Actions update | Appointment summary placed on the website. Request for this also to be put on social media |  |  |
| 5. | Presentation |  |  |  |
| 6. | Discussion points | some discussion that the surgery should have asked more patients to go elsewhere for their covid booster- we should just have done the clinical vulnerable and over 70s or 80s. the 50-70/80 should have been asked to go elsewhere to make things easier for the surgery in terms of staff and organisation. LR confirmed that we will continue until end of January to finish the majority of this cohort and then patients would need to book through the national booking system.A question was asked about where the primary care mental health workers are based- LR confirmed that most by telephone so remote working but they do have some face to face appointments at Davenport House surgery in Harpenden. The Lodge may be able to offer space post covid clinicsSome of the website requests not being done in the 3 days. Taken that feedback and given more realistic timeframes of 3-5 working days whilst we are so busy.A couple of questions about individual experiences that LR will investigate and get back to the individuals |  |  |
| 11. | AOB | We would like to hear your questions so please email liz.richards7@nhs.net a week before if you would like something discussed at the meeting.Happy Christmas! See you in 2022. |  |  |
| 12. | Date / time of next meeting | 19th January 2022 1900 |  |  |
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