

**Notes of the Virtual Meeting of the Kingswood Surgery PPG Committee
Held on Friday, 19th March at 11am via Zoom**

Present: Sue Stanbridge - SAS (Chair), Mary Chamberlain – MC (Vice Chair), Elizabeth Malik (EM), Fiona Pring (FP), Joanne Adam (JA), Stephen Parris (SP), Yvonne Massie (YM) and Ruth Ellis (RE)

Apologies received from: Pippa Doran (PD) and Jane Al Kailani.

Surgery News:

It was noted that the Spring newsletter had not been received, although JA confirmed that Rebecca had sent it out. JA would double check whether it has been circulated and confirm.

JA stated that the Surgery has been extremely busy with booking and staffing the Covid 19 clinics being run out of the Masonic Hall. The take up for these clinics has not been as good as hoped as a number of patients have already booked elsewhere at one of the larger vaccination clinics. JA also confirmed that patients are now receiving their second vaccinations.

Surgery Staffing:

Sadly, Dr Williams was unwell again and unable to work.

A new Receptionist has started to cover both Tracey and Izzy who will be leaving to go to Uni in September.

The Surgery was still trying to recruit an HCA for 25 hours per week.

Clinics:

JA explained that all the clinics were full with both face to face appointments for the nurses as well as GP telephone appointments. She does not expect the situation to improve any time soon.

Mental Health issues are increasing, and the extremely vulnerable 18 – 64-year-olds and over 50s are currently being contacted and vaccinated. However, there is a lot of anxiety in general.

There is a wellbeing and assistance helpline via One You and it would be good to remind people that they can go online for help.

Following discussion, the Committee suggested it would be good to perhaps have a few posters around the Surgery and on the outside window of the entrance lobby (which could be seen from the outside when the Surgery is closed) detailing where to go for help with anxiety and mental health issues.

One pharmacy has some details on their window, and it was suggested taking a photo of that and sending to SAS to collate the information and put together a poster.

Any information could also be put on the Surgery website.

General Information:

SP mentioned that he had had communication from Med Link Solutions Ltd, which appeared to be a company who is checking patients' medical records. SP declined to participate as he was not happy to deal with a commercial company with sensitive information.

However, Medlink have confirmed that they **do not have access** to any patient information; the information collected goes direct to the surgery to be uploaded onto the patients notes.

It was noted that one patient was able to see her husband's medical records because they shared an email address. It was suggested that there should be something in the next newsletter asking patients not to share email addresses. It was noted that the 'on line Patient Access system' does not allow joint email addresses for this very reason and until we understand in more detail how this individual accessed her husband's medical records, we have yet to find out how this happened. Kingswood Surgery has never had a previous case of this situation brought to their attention to date.

There had also not been any confirmation from the Surgery to say that it was supportive of MLS to make contact with patients.

Apologies to everyone as the Zoom time ran out again, but please feel free to email your comments through on any of the above.

Thank you to everyone for keeping in touch.

Next Meeting Dates:

11.00 on 21st May 2021

(we can change this to the usual time of 1.30pm if we can meet face to face)