

**Minutes of the St Stephens' House Virtual PPG at
1.45 PM Monday 13 July 2020**

Present	Eileen Pullinger, Martin Riddle (MR), Chris Ranger (CR), Beverley Porter (BP) Ian Oxley-Crawford (IO), Jane White (JW), Patricia Wiltshire (PW), Simon Wass (SW). Dr Chan Sivanesan (CS)	
Apologies	Barbara Wells	
Introduction	<p>EP introduced Dr Chan Sivanesan to the committee.</p> <p>EP opened the meeting by thanking MR for organising the virtual meeting, and extended a special welcome to Dr Chan Sivanesan. The members of the committee introduced themselves.</p> <p>MR took over the running of the meeting.</p>	ACTION
Minutes	Minutes of meeting held on 4 th February 2020 were accepted as correct.	
Matters arising	CR did not quite understand the point regarding the subsidy of wheelchairs. EP said the topic was discussed very briefly.	
Surgery Matters	<p>MR. Enquired how the surgery is dealing with Covid related problems such as patients arriving at the surgery, and are there any plans to change anything in the doctors and surgery environment?</p> <p>CS In reply said that during the period April to May the surgery had stopped seeing patients face to face for a while, together with walk in appointments. The exception being for urgent cases.</p> <p>The difficulty now is how to accommodate the same number of patients at pre covid levels without the risk of spreading the virus. Patients will be encouraged to wear masks and maintain a safe level of distancing. Plans are in place to minimise patients contacts with the doctor's staff and other patients in order to minimise transmission of the virus. So far, the plans have worked well thereby enabling patients with urgent problems to be seen. The telephone and web-site service has been helpful.</p> <p>The doctor then explained the current procedure for admitting patients who have to attend the surgery; patients wearing a mask, will be met by a nurse and a doctor both of whom will be wearing a face shield, gloves, and a plastic apron. For their use patients will be supplied with hand gel. As things are in a state of flux, a close eye is being kept on the infection numbers together with advice from the BMA.</p> <p>Looking at the current infection rate, we are faring better than some of the other metropolitan boroughs. Epsom Hospital is doing well when compared to other hospitals in the region.</p> <p>EP Mentioned that a number of patients who are not too competent with computers are experiencing difficulty when trying to book appointments on the website.</p> <p>JW Said that the intention is not to make people feel uncomfortable when using the website, the surgery is trying to offer ways in which the surgery can be contacted, whether it be by 'phone or website.</p> <p>CR Enquired if the numbers of people now contacting the surgery are at the pre-covid numbers. The reply from JW and CS was that the surgery still has the same amounts of appointments, with the difference that the number of telephone and video appointments have increased.</p> <p>CR Then asked the doctor if patients with minor complaints are reluctant to attend the surgery. The reply was that he was concerned that some people may be reluctant to attend the surgery. The message to apprehensive patients, is to contact the surgery either by 'phone or computer. The patients should be re assured that the surgery is operating as safely as possible in order to minimise the risk of passing on the virus</p> <p>Nurses are still going out to do dressings etc.</p> <p>EP Suggested that in order to re assure patients, a communication could be circulated saying that the surgery has put in place all possible measures to counter the possibility of infection and that the surgery is</p>	<p align="center">CR</p> <p align="center">JW</p>

	<p>open for business as usual. She then suggested that CR could put out a communication.</p> <p>JW informed CR that she has a list of points he could include on his communication, stressing that it is business as normal.</p> <p>IO suggested that posters could be placed in Ashtead's three pharmacies emphasising that it is business as usual at St Stephen's surgery.</p> <p>CR said he would prepare and design the posters.</p> <p>PW Then joined the committee.</p> <p>JW was asked if there had been and staff changes at the surgery. The answer given that there was none. CS added that all the staff had been keeping well during the covid crisis.</p> <p>CR asked if there is any future news relating to the proposed changes at Epsom hospital and moving departments to Sutton hospital. CS said that there have been no further up-dates, perhaps due to the out break of coronavirus plans have been delayed.</p> <p>PW Said that she has a number of documents on the subject of the proposed new hospital at Sutton which she will send to the surgery.</p> <p>On the subject of the proposed new Sutton hospital she said that every meeting she has had with the CCG seems to be just hype. They have taken no notice of the public's concerns, regarding the proposed new hospital. She has been fighting for the concerns of the local community but to date there has been no recognition from the authorities on the change from Epsom to Sutton hospital.</p> <p>In response to a question from EP, JW said that the surgery is not yet in a position to sell any books or DVD's.</p> <p>CS left the meeting at 2.23 after being thanked for his input and advice.</p>	<p>CR</p> <p>JW</p> <p>CR/SW</p> <p>PW</p>
Patient Survey	<p>CR said that the survey has now been distributed. It has been included in the newsletter and is shown on the Facebook page.</p> <p>The survey can be amended to include any new topics that may become relevant.</p>	CR
AGM	<p>MR Informed the committee that the hall has been booked for November 2020. CR said that if the AGM has to be cancelled then we would get a full refund. MR suggested that at future committee meeting perhaps to be held in September, a final decision could be made whether to hold the AGM and quiz at the APMH.</p> <p>PW said that if the AGM and quiz were to be held in November she would not attend, because from a vast amount of reading and research into the virus she would not be prepared to venture out to a public meeting.</p>	ALL
Treasurer's Report	<p>BP had a meeting with Margaret Gray when she handed over her accounts file and working papers. She has a £2.34 cash amount collected from the sale of books and DVD's yet to bank.</p> <p>Looking at the monies lodged at the bank re Quiz night receipts, and the cheques withdrawn to pay for the concomitant expenditure the profit for the evening would appear to be £558.20, not the amount of £342.20 recorded in the 4th February 2020 minutes.</p> <p>The amounts as per the bank statement are total income £844.20, less bank statement expenditure £286.00.</p> <p>The last bank statement in BP's possession shows £1098.04 on account number 33135843, business account, With the balance on account 33173737 still at £5.00.</p> <p>On the subject of internet banking, MG has sent a letter to Nat West giving her authority for them to send to BP a list of existing cheque signatories, and also requesting that in future all bank statements should be sent to BP. On the 7th July the bank said they would comply with MG's</p>	BP MG

	<p>letter, and a reply would soon be issued. To date no communication had been received from Nat West.</p> <p>BP suggested that the current £100.00 cheque limit on an individual cheque being drawn should be increased. After the Quiz night a committee member had to draw a personal cheque to pay for a £246.00 bill, and then three separate PPG cheques were drawn on three different dates as a method of re-imbusement.</p>	
Bank Account	<p>BP reported that he has established a useful contact at Nat West but until the list of existing signatories has been received, new signatories can't be added and old ones cannot be deleted. Until the Nat West letter in response to Margaret's communication is received no progress can be made with regards to establishing electronic banking.</p>	BP
PPG Chairs Forum Update	<p>MR said that the PPG Chairs meetings that he had attended together with Eileen appear to have dissolved, because the organisers seem to think they are no longer needed.</p> <p>PW informed the committee that a PPG forum was started when she was the chairman. At that time, it was successful and well supported. Since she resigned due to pressure of work the PPG forum now seems to have fizzled out, which is rather sad.</p> <p>MR Said that when the covid crisis has abated then perhaps the PPG forum could be resurrected. PW said that it was a lot of work and whoever takes on the task would have to devote a lot of time and effort.</p>	MR
AOB	<p>EP said that with regret IO has decided to resign. EP also said we need new people to join the committee. MR would like younger people to join the committee. With regards to the diversity factor perhaps people from the BAME community could be encouraged to be enrolled.</p> <p>CR suggested that he could put something on social media</p>	CR
Next Meeting.	Monday 28 th September at 1.30 pm. In all probability it will be a Zoom meeting.	
	Signed:	Date: