**WYLCWM STREET SURGERY - PATIENT PARTICIPATION GROUP**

**Minutes of the MS Teams meeting held on 27th September, 2021**

**In Attendance:** Juliet Tyler (JT) – Practice Manager, Dr Antony Lempert (AL) – Partner, Chris Keeffe (CK) - Chair, Michael Harding (MH), Julia Roberts (JR), Bob Andrews (BA)

**Apologies:** Chris Branford

**Practice Manager’s Update:**

**Flu Vaccinations** will start on October 20th. Bookings are open.

**National Bottle Shortage** – The practice doesn’t use bottles but have been asked to use clinical discretion on blood tests.

**COVID-19 Booster Vaccinations** – Contact will be by cohort via AHB.

**Dr Lempert’s Report:** AL gave a comprehensive update on the situation with COVID-19 and Knighton Hospital,

**AOB** – BA asked if there were any ways that the Comm could help more. JT said the Annie England was already a great help in getting information out to the public. BA suggested that we (as a PPG) need to address the misinformation that GPs are always unavailable. JT acknowledged that people don’t always check social media or the website but there is now a ‘Contact Us’ form available on the site for those having difficult getting through on the phone. However, forms will be seen by the receptionists. AL said how useful the info to receptionists was (especially in the case of conditions like UTIs when samples needed to be sent off in the morning). If the GP doesn’t have info, it can’t be prioritised.

CK asked for a new practice update for the website. Also the opening page notice on COVID-19 had vanished!

CK said that the ‘Boots situation’ appeared to have settled down and that there were good reports about their home deliveries and lower staff turnover. (AL unconvinced due to amount of urgent prescriptions requested on Friday pm – he considers it as “work in progress”!!)

**Date of next meet**: Monday, 29th November, 1.00pm via MS Teams