

MINUTES OF FoLS MEETING

Thursday 20th February 2020 at 11.30am

Present: James Turner (Chair), John Rix (Secretary), Charlotte Norris (Surgery), Des Haynes, Patricia Martin, David Robins, Jenny Rule, Pauline Saunders, Mervyn Winslade.

1. Apologies, Kate Derrick.
2. Minutes of the last meeting, 23rd January 2020: these were approved with no matters arising (except the 'Eurolyser Cube' – see item 4(a) below and Item 4(f) below).
3. Treasurer's summary: (Further details available at the AGM)

Ordinary account	Income this year	£3888.46
	Expenditure	£2056.82
Lucky numbers	Income	£2090
	Costs	£1075

Pauline gave a vote of thanks to James for masterminding the Lucky Numbers scheme and doing all the admin work to make it run as successfully as it does: this was echoed by all.

4. Surgery News:
 - a. With reference to the Eurolyser Cube (see last meeting minutes, Item 5), Charlotte reported she is currently researching and getting feedback from Butter Cross Health Centre about the device. She will give her feedback once they know more and the doctors have considered it.
 - b. The surgery is having a CQC inspection on 10th March. Pauline, James and John are prepared to come in to enable the inspectors to ask about our PPG (FoLS). They will be focusing on the Dispensary, Training and Human Resources.
 - c. We have a potential new FoLS member – a retiring staff member at the surgery has indicated interest. James will arrange a meeting with her.
 - d. Jenny queried what the safety arrangements were in response to any incidents, in particular with respect to Reception staff eg verbal abuse. (She had had an incident reported to her) Charlotte confirmed the zero tolerance policy and informed us that there is a wall-button alert system plus a facility to instantly broadcast via computer if required.
 - e. John enquired whether there had been any further responses from the website re our appeal for support for Virtual PPG participants but Charlotte said there hadn't been. She agreed we could give it a push via the projection screen in the waiting room.
 - f. Item 4 last meeting (On-line consultations and NHS app): Charlotte to do a presentation at a future meeting.
5. Lucky Numbers: The draw for January was made and recorded.
6. Next Meetings: Friday 6th March 1pm AGM followed by a regular meeting, if needed. April meeting: provisionally Thursday 30rd April at 12.30 (this should enable Kate to attend).

7. AOB

- a. Poor service at Boots in Langport (John and Des and in previous minutes, Dave): discussion. James suggested they had had staffing problems and offered to write to express our concern over customer service. Charlotte clarified that we still have a paper system in operation for delivering scripts to them even if they are ordered via the surgery website. Pauline showed us that Somerton Boots was able to notify her of the arrival of medication.
- b. James thanked the committee for their full support in 2019.

Meeting closed at 12.30pm