

Ambrose Avenue PPG

Minutes of February 11, 2019, meeting

Present Roly Buss (chair), Ray Hardisty (secretary), Kevin Starling, Mavis Knight, , Trevor Ireland, Val White, Linda Meredith, Mary Russell, Carrie Ransom and Elaine Hippisley,

2 Apologies: Marilyn Rivett, Pam Robertson and Paul Murthwaite

3 New member: Carrie introduced herself to the group.

4 Minutes: The record of the meeting on January 14, was agreed.

5 Matters arising:

a) Sharon Kendall. Unfortunately Sharon was working away from the surgery and unable to attend the meeting in person. She thanked the group for its efforts on behalf of the surgery during her time as practice manager and wished the group all the best for the future.

b) Sharps disposal: Kevin outlined his efforts on successfully obtaining a promise of free sharps disposal from Colchester Borough Council now that the NHS was not providing the service. However, he felt the council's system could be safer and more economic and said his pressure on the authority continued.

7 Practice Report. Elaine reported:

a) The forthcoming appointment of a Patient Liaison Officer, experienced in handling patient complaints and general issues of concern, who would be the first port of call for issues, problems and difficulties

b) That two new receptionists were on their way.

c) A new Nurse Practitioner had started at the end of January.

d) Friends and Family questionnaires are now available on the phones of those patients signed up for the appointment reminder service.

e) That the 2019 Practice Plan included:

i) Replacement chairs at Ambrose, including more high back chairs.

ii) Artworks at Ambrose Avenue to be reviewed

iii) Installing a patient call board on the first floor waiting area at Tollgate

iv) Introduction of an M8Pod at Tollgate which would take patient blood pressures etc

v) Introducing dementia advice at regular sessions through the Alzheimers' Society

vi) Extending the Community 360 My Social Prescription services

vii) Placing GDPR information on noticeboards

8 PPG Membership: Ray reported

Active 13, Reserve 14, Supporters 325. Total 352

9 Newsletters:

The February newsletter was approved.

10 Suggestion boxes

No comments

11 Outreach

No-one could commit themselves to the next session on Wednesday February 27 and Ray said he would contact members again nearer the date.

12 North East Essex Health Forum.

a) Ray tabled to agenda for the Local Health Matters Meeting .in February

b) Five members were taking part in the Health Forum CPR and defibrillator training at on March 21.

c) Ray mentioned the urgent need for a deputy Finance and Performance patient representative to cover illness.

13 Newsbreaks

Ray said NEECCG and ESNEFT press releases were available from him if wanted.

15 Any Other Business

Linda queried the urgent prescription protocol. Elaine said he would make enquiries and report back to her personally.

16 Outcomes

a) Hearing of the appointment of a patient Liaison Officer who would hopefully facilitate speedy solutions to patient problems.

b) Welcoming the introduction of a call board for patients on the first floor at Tollgate.

c) Hearing of Kevin's efforts on behalf of sharps disposal and wishing him all the best in his efforts towards a more reasonable collection system.

d) Welcoming a digital blood pressure system at Tollgate that we hoped patients would find easier to use than the present self-serve device.

17 Next meeting

Monday, March 11, in Tollgate Surgery meeting room, immediately after the AGM