

# Ambrose Avenue PPG

## Minutes of July 9, 2018, meeting

**Present** Roly Buss (chair), Ray Hardisty (secretary), Mary Russell, Mavis Knight, Linda Meredith, Paul Murthwaite and Elaine Hippisley

**2 Apologies:** Pam Robertson, Marilyn Rivett, Clive Swift and Irene Swift.

**3 Minutes:** The record of the meeting on June 25 was agreed.

### **4 Practice Report:**

a) Ear Syringing:

Ray reported the Health Forum was raising the request for extra funding to cover those patients who had tried to self care but failed for whatever reason through the July PPG Liaison Meeting.

b) Appointment Triage System

July 25 and 26 had been set aside as outreach days to promote the new system depending on posters and leaflets being agreed. Elaine, Paul and ray agreed to liaise.

c) Extended hours:

Elaine reported that she hoped to have firm proposals by the August PPG meeting.

d) Flu Vaccine:

The Practice was still reviewing whether it was worth having a traditional Flu Saturday or not due to the issues over delivery variations in the two types of vaccine ordered for the current year.

e) Clinical Pharmacist:

Elaine confirmed that a Clinical Pharmacist was due to join the Practice in September. Ray circulated information on the role gleaned from a postholder in another Practice,

**5 PPG Membership:** Ray reported

Active 14, Reserve 14, Supporters 281. Total 309. No change

## **6 Newsletters:**

June .... Ray circulated the June newsletter which had highlighted the ear syringing service ending.

July ..... Members endorsed the July issue which urged patients to make sure they arranged holiday medication supplies in advance.

## **7 Suggestion boxes**

No comments

## **8 Outreach.**

June outreach report from Pam

Three issues raised:

1 Historic report from grandparents on being sent, by a Practice receptionist, to the Walk-In Centre with baby when it does not deal with children under a year old.

(Training has since been held and receptionists should now be aware of the age limit and other issues not seen at the Walk-In Centre.

2 Audiology issue raised by a non-Practice patient attending a clinic at Tollgate run by ACE.

(Ray said he would add the issue to other concerns raised about audiology to the North East Essex Health Forum).

3 General Hospital throat cancer patient experiencing pain but unable to get a GP appointment at 11.30am. Pam suggested she contact the relevant consultant's secretary at the hospital to see if they could be seen there.

## **9 North East Essex Health Forum.**

The agenda for the July Local Health Matters public meeting was tabled.

## **10 Colchester PPG Liaison Meeting**

The agenda for the quarterly PPG Liaison Meeting being held in July was tabled.

## **11 Newsbreaks**

Colchester and Ipswich hospitals merger newsletter .... tabled

Sustainability and Transformation Partnership integrated care system background .... tabled.

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## **12 Coffee Mornings**

Ray and Elaine have still to meet to discuss arrangements for possible GP referrals to coffee mornings.

## **13 Any Other Business**

Mavis tabled the latest programme for the Grey Friars Guild which meets regularly on Friday mornings, from September to May, at the Wilson Marriage Centre. It provides fellowship for the retired through a variety of social and educational events.

## **14 Outcomes**

- a) The taking up of ear syringing issues on behalf of patients with the North East Essex Health Forum
- b) Hearing that posters and leaflets are to be arranged to explain the new appointments system from September.
- c) The receipt of further details on what a Clinical Pharmacist can offer the Practice.

## **15 Next meeting**

Monday August 13 at 6pm in Tollgate Surgery meeting room.