

# Ambrose Avenue PPG

## Minutes of March 11, 2019, meeting

**Present** Roly Buss (chair), Ray Hardisty (secretary), Kevin Starling, Mavis Knight, Marilyn Rivett, Pam Robertson, Trevor Ireland, Linda Meredith, Carrie Ransom, Elaine Hippisley, Paul Murthwaite, Jane Welby and Dr Anne-Marie Soares.

**2 Apologies:** Mary Russell and Val White

**3 Introduction:** new Nurse Practitioner Jane Welby introduced herself to members.

**4 Minutes:** The record of the meeting on February 11, was agreed.

**5 Matters arising:**

a) Kevin updated members on his efforts to get what he believed would be a safer and easier method of sharps disposal adopted by Colchester Borough Council.

b) Ray reminded members that the PPG was a forum for general patient concerns and not individual concerns which should be raised through the Practice staff elsewhere. This should be especially easy with the Patient Liaison Officer arriving.

**6 Practice Report.** Elaine reported:

a) Clare Bentley would soon be starting as a Patient Liaison Officer to deal with issues on behalf of patients. She had plenty of experience with the NHS and had worked at Ambrose Avenue before, so knew the surgeries

b) In a forerunner to care navigation, a new message voiced by one of the doctors (Dr Karim) had been added to the phone system explaining to callers that receptionists would ask for details of a patient's condition, so that the best care could be arranged for them.

c) That the Practice had been accredited with two training colleges as a training practices to assist the flow of trainees through the surgery.

d) Patients would always be advised that a medical student talking to them was a trainee.

e) A full training programme was being run to ensure the best possible service could be given by new receptionists.

f) That fewer appointments had been missed since the easier cancellation system had been arranged for those receiving mobile phone text reminders.

g) That the Practice was trialling in presenting DNA figures positive, rather than negatively, to see if it improved attendances.

**8 PPG Membership:** Ray reported

Active 13, Reserve 14, Supporters 325. Total 352

**9 Newsletters:**

The March newsletter was approved.

**10 Suggestion boxes**

No comments

**11 Outreach**

Ray took names for Thursday March 28 stands.

**12 North East Essex Health Forum.**

- a) Ray tabled to agenda for the Local Health Matters Meeting .in March
- b) He mentioned that the next PPG Liaison meeting would be on April 15.
- c) He reminded members of the CPR and Defibrillator training available.

**13 Newsbreaks**

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

**14 Any Other Business**

- a) Members queried why the check-in screens at Ambrose were not always working.
- b) Roly said he had invited Steve Turner, the local diabetic support group patient representative on the NEEDES board, to attend the PPG and update on diabetic services on May 13.

**15 Outcomes**

- a) Hearing of the progress on Kevin's sharps disposal campaign.
- b) The PPG being able to meet Nause Practitioner Jane Welby.
- c) The continued training programme for receptionists.
- d) The success of the easier appointment cancellation system on mobile phoners reaping results as the PPG had long called for it.

e) Hearing that the positive aspects of reporting on DNAs was to be tried as opposed to the traditional negative message.

f) Hearing that the Practice had been recognised by two colleges as a training centre.

### **16 Next meeting**

Monday, April 8, in Tollgate Surgery meeting room, at 6pm.

Trevor gave his apologies for not being able to attend.