

Ambrose Avenue PPG

Minutes of October 8, 2018, meeting

Present Roly Buss (chair), Ray Hardisty (secretary), Linda Meredith, Pam Robertson, Kevin Starling, Trevor Ireland, Val White, Elaine Hippisley and Paul Murthwaite..

2 Apologies: Marilyn Rivett, Mavis Knight, Clive Swift and Irene Swift

3 Welcome: Kevin and Val were welcomed to their first meeting.

4 Minutes: The record of the meeting on September 10 was agreed.

5 Practice Report:

a) Management restructure

Members were told of a revised management structure:

Elaine Assistant Practice Manager

Paul Operations Manager

Tracey Reception Supervisor

b) Clinical Pharmacist

The post was being re-advertised.

c) New Text Messaging Service

Elaine explained that as well as the benefits mentioned in September the new system was interactive and appointments would be able to be cancelled by pushing buttons on the phone.

d) Telephone System

The Practice had contacted the Managing Director of the phone company and asked for an investigation of the system as surgeries continued to receive complaints. This identified that some calls were still being channelled into now disused Tollgate number and that pathways amended during add-ons and changes were not clearly identified.

It had been decided that the system should be reset to basics.

e) Extended hours:

The extended hours service, shared between Tollgate, Creffield and Wivenhoe was no up and running. The PPG had details of timings for an information leaflet and these had been used on Flu Day.

f) Student GPs

The Practice currently had a student GP working alongside the current GP for October and two more were expected before Christmas.

7 Ear-Syringing:

Ray reported that the Health Forum Committee had been invited to nominate two patients to attend the North East Essex CCG's Clinical Reference Group when ear-syringing support policy was being reviewed.

8 NHS England Patient Survey

Members discussed the survey and raised the following points:

- a) Numbers of patients involved were miniscule compared to the total on the Practice's books.
- b) There was no information on how the patient views had been gathered.
- c) Even so, the responses seemed to genuinely mirror the comments made to PPG members on outreach.
- d) That the reception staff, although doing a difficult job, were rated better than the national average.

9 PPG Membership: Ray reported

Active 14, Reserve 14, Supporters 309. Total 337. Increase of 14

10 Newsletters:

The October newsletter was approved.

11 Suggestion boxes

No comments

12 Outreach.

Ray would man the Flu Jab Saturday at Ambrose on October 20. Val offered to join him,.

11 North East Essex Health Forum.

Ray tabled details of the October Local Health Matters Meeting.

12 Colchester PPG Liaison Meeting

Members were reminded the quarterly PPG Liaison Meeting would be held on October 15.

13 Newsbreaks

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

14 Any Other Business

There was none.

15 Outcomes

- a) Being able to cancel appointments on mobile phones after receiving reminders
- b) Hoping the Practice managerial changes would lead to better patient service.
- c) Hearing that the telephone system was to be given an overhaul and spring clean.
- d) Noting the NHS Patient Survey recorded that patients felt reception staff gave a better service than the national average.

16 Any Other Business

Ray said that a manager from Colchester Hospital was due to attend in November to update members on the merger.

17 Next meeting

Monday, November 12, at 6pm in Tollgate Surgery meeting room.