

# Ambrose Avenue PPG

## Minutes of September 10, 2018, meeting

**Present** Roly Buss (chair), Ray Hardisty (secretary), Mavis Knight, Linda Meredith, Clive Swift, Irene Swift, Trevor Ireland, Sharon Kendall and Catherine Stewart.

**2 Apologies:** Marilyn Rivett, Pam Robertson, Elaine Hippisley and Paul Murthwaite.

**3 Welcome:** Trevor was welcomed as a new member and introduced himself to the group.

**4 Practice representatives:** Sharon and Catherine explained they were attending because Elaine and Paul were on holiday.

**5 Minutes:** The record of the meeting on August 13 was agreed.

### **6 Practice Report:**

#### a) Flu Vaccine

Members heard there would definitely be two Flu Days this year. The first would be on September 29 at Tollgate from 8am to 11am especially for those Over 65 contactable to be invited by text messaging. However they would be asked to let the Practice know they were attending.

Supplies allowing, everybody else who qualified for the jab would be invited to a session at Ambrose Surgery on Saturday October 20, again from 8am to 11am. The session would also be available for those Over 65s who did not attend the first one.

Anyone not able to attend the two sessions would still be offered jabs by appointment

#### b) Clinical Pharmacist

The individual offered the post was unwell and would not be starting in September.

#### c) New Text Messaging Service

Sharon outlined the benefits of a soon to be introduced text messaging service including being able to assist with the completion of the Friends and Family questionnaire

#### d) New Triage Appointments System

There were now doubts over the proposed system starting in October and the PPG was asked to delay publicity.

#### e) Extended hours:

Exact locations of the evening and weekend surgeries were still being discussed but would certainly include some at Tollgate.

#### f) Clinical Planning

It was reported that medication reviews were likely to be outsourced to a specialist company to ease the pressure on GPs. Members were assured there would be no problems with patient confidentiality.

### **7 Ear-Syringing:**

Members received a report from the Health Forum Committee saying that funding concerns over patients who had tried self-care syringing without success where before referred to the North East Essex CCG's Clinical Reference Group for consideration.

### **8 NHS England Patient Survey**

Members received full copies of the survey queried by Marilyn at the August meeting and will discuss them in October after perusing the document.

### **9 PPG Membership:** Ray reported

Active 14, Reserve 14, Supporters 295. Total 323. Increase of 2.

### **8 Newsletters:**

The August newsletter was noted.

The September newsletter was approved with suitable tweaks to correct amended Flu Jab arrangements.

### **9 Suggestion boxes**

No comments

### **10 Outreach.**

Stalls were planned for September 27, 28 and the flu jab session on September 29..

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

Ray tabled details of the September Local Health Matters Meeting.

## **12 Colchester PPG Liaison Meeting**

Ray said the next 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) Hearing that Flu Saturdays had been arranged and having two should mean less queuing for patients.
- b) Noting that Tollgate was to be an out of hours hub.
- c) Hearing the support for GPs by outsourcing clinical planning paperwork.
- d) Encouraging news of the enhanced text messaging service.
- e) Hearing the CCG had listened to concerns over some self care ear syringing patients and was looking again at funding arrangements.

## **15 Next meeting**

Monday October 8 at 6pm in Tollgate Surgery meeting room.