

Ambrose Avenue PPG

Minutes of April 8, 2019, meeting

Present Roly Buss (chair), Ray Hardisty (secretary), Kevin Starling, Val White, Mavis Knight, Marilyn Rivett, Pam Robertson and Trevor Ireland,

2 Apologies: Trevor Ireland, Carrie Ransom, Elaine Hippisley and Paul Murthwaite

3 Membership change: Ray reported that Linda Meredith had moved to the Reserve List at her request for personal reasons.

4 AGM minutes: Members approved the minutes of the 2019 AGM so they could be listed on the web site.

5 Minutes: The record of the usual monthly meeting on March 11, was agreed.

6 Matters arising:

a) Kevin said he has asked the borough council four specific questions about its sharps disposal procedures and awaited answers. He believed the current policy fell foul of health and safety considerations, particularly as the clinical waste could be contaminated, let alone the suggestions that yellow boxes of sharps should be left in gardens unattended awaiting collection.

7 Practice Report.

Ray reported after a meeting with Paul on April 4:

1) Clare Bentley has started in her role as Patient Liaison Officer. She will be dealing with personal issues that patients raise over service from the Practice. The PPG will receive information on what she has been dealing with. Hopefully she will attend the May or June PPG.

2) Two more receptionists have started in the last month to enhance the team and now means there should be two staff members at both reception desks to deal with patients. However, it means training continues.

3) The Practice is currently contacting eligible patients between 70th and 80th birthdays who have not had the shingles vaccine under a Public Health England initiative.

4) Preliminary work has started on completely updating the website. The decision has been taken to follow the Footfall format.

The thinking is that it will be less cluttered and therefore easier for all patients, even those who seldom use the internet, to find their way around to what they want. It will take some time to get the whole system transferred and in place so the early thoughts are that it could be summer before the changes are complete.

5) Discussions have taken place with Ray on reviving the dormant joint newsletter, Practice Points, as an A5 publication to ensure that patients know all the developments taking place in the Practice.

8 PPG Membership: Ray reported

Active 12, Reserve 15, Supporters 325. Total 352

9 Newsletters:

The April newsletter was approved.

10 Suggestion boxes

Ray reported three in the Tollgate box:

1 "Please consider appointments for working people starting at 7am and up to 9pm"

2 "People should be made to pay for missed appointments."

3 Detailed protest over ear syringing no longer being provided by the Practice.

Members felt the recent introduction of evening extended hours appointments and weekend services had gone a long way to solving the problems raised by Comment 1 but maybe more publicity would help.

Missed appointments were an ongoing issue and not always down to patients not keeping them.. Currently the Practice was trying a more positive way of producing the statistics and the PPG felt it wanted to see if this had any effect in reducing DNAs.

On ear syringing, the PPG had already asked the commissioners at the NEECCG to help those who had tried self care unsuccessfully as currently the only alternative is to pay for syringing. Again, it was felt more publicity needed to be created around the issue.

11 Outreach

Ray tabled a list of 2019-20 dates

There were no immediate offers to help on Friday April 26.

12 North East Essex Health Forum.

- a) Ray tabled to agenda for the Local Health Matters Meeting .in April
- b) He reminded members the next PPG Liaison meeting would be on April 15.
- c) He spoke of a successful CPR and Defibrillator training session and reminded members these were continuing.

13 Newsbreaks

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

14 Any Other Business

a) Marilyn mentioned that patients could have difficulty finding information on IAPT mental health services through the practice web site. The information was there but, she believed, not easily accessible.

Ray commented that access to such information on the new web site was being reviewed. It was hoped services outside the Practice's control, but of interest to patients, would be easier to locate on the new set up.

b) Pam highlighted two problems with liaison between community health services and the Practice;

1 Dermatology results she was expecting to hear could not be located. It was a difficulty she had experienced three times before.

2 Podiatry. She explained ongoing difficulties over a foot MRI scan.

c) Kevin raised the point of 'cluttered' Practice notice boards. Members discussed the general provision of surgery information and Ray mentioned that the Practice had already suggested the PPG could check over leaflets at both Ambrose and Tollgate and suggest changes if necessary

15 Outcomes

a) Hearing of the continuing actions being taken by Kevin to pursue better sharps disposal services..

b) The Practice investigating, hopefully, a more user friendly web site system with easy access to both surgery and community services.

c).A positive discussion over the need for constant revision of patient information being provided by notice boards and leaflets.

d) Plans to revive the Practice newsletter could assist with items that needed to be explained to patients like extended hours appointment availability and the ear syringing situation.

e) Some members having benefitted from the free CPR and Defibrillator training offered through the North East Essex Health Forum.

16 Next meeting

Monday, May 13, in Tollgate Surgery meeting room, at 6pm.

Steve Turner of NEEDES will be a guest.