

Ambrose Avenue PPG

Minutes of June 10, 2019, meeting

Present Roly Buss (chair), Ray Hardisty (secretary), Carrie Ransom, Trevor Ireland, Mavis Knight, Marilyn Rivett, Pam Robertson, Val White, Catherine Stewart and Steph Smith.

2 Apologies: Kevin Starling, Elaine Hippisley and Paul Murthwaite.

3 Minutes: The record of the meeting on May 13, was agreed.

4 Matters arising:

a) Diabetes figures requested at the last meeting were provided. They showed the practice was performing well.

5 My Care Choices:

Dr Karen Chumbley, clinical lead at St Helena Hospice, attended to outline the updated My Care Choices register and how the hospice was now encouraging patients to think earlier in life about how they would like to be treated in their final days.

Marilyn raised concerns that some partner staff were not being as understanding as they could be in handing out the literature to elderly patients.

Dr Chumbley admitted this was always a possibility. She felt the hospice did what it could in ensuring such conversations were held compassionately. And she hoped all patients would rather discussions were held than not being held at all.

6 Practice Report.

Catherine outlined:

1) Paul Murthwaite was leaving the practice at the end of the current week to work for a surgery closer to his home and advertising was already in place for a new operations manager.

2) The work on updating the web site was continuing which meant there would be some fluctuations in normal service during the month but it should be finished by the end of June.

3) Online training in self care was now available for diabetic patients

4) The Annual Flu Day would be on Saturday September 28.

5) The practice had set a system enabling any private work to be paid by card instead of cash if patients wanted.

6) The need to meet national guidelines meant that the number of appointments available to be booked online would be increasing.

7 PPG Membership: Ray reported

Active 12, Reserve 15, Supporters 335. Total 362

8 Newsletters:

The June newsletter was approved.

9 Suggestion boxes

No PPG documents

10 Outreach

Members noted that the current week was national PPG Awareness Week but agreed to planning our own surgery PPG Awareness Week later in the year. To highlight, among other topics, the new website and the Patient Liaison Officer.

11 North East Essex Health Forum.

a) Ray tabled to agenda for the Local Health Matters Meeting .in June

b) He outlined the agenda for the 2019 PPG Summit on June 19 at Weeley and welcomed attendance by other members.

c) He shared a leaflet promoting the Patient Party on July 31 which would include a session on the new Urgent Care set up from October.

12 Newsbreaks

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

13 Any Other Business

a) Marilyn queried links between referral forms, Choose and Book and follow up aftercare and what was done to ensure patients received all they needed.

14 Outcomes

a) Receiving the diabetes care results and seeing how ell Ambrose was doing.

b) The opportunity to hear the latest developments in the May Care Choices service.

c) Being informed of the 2019 Flu Date

d) Hearing patients could now pay by card for chargeable private services.

15 Next meeting

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