

Ambrose Avenue PPG

Minutes of July 8, 2019, meeting

Present Roly Buss (chair), Ray Hardisty (secretary), Carrie Ransom, Trevor Ireland, Mavis Knight, Pam Robertson, Val White and Elaine Hippisley.

2 Apologies: Kevin Starling and Marilyn Rivett.

3 Minutes: The record of the meeting on June 10, was agreed.

4 Matters arising:

1) Elaine acknowledged that Kevin and other patients had waited longer than usual for prescriptions requests to be met due to staffing difficulties in the prescription team. New staff had been appointed but they were obviously taking some time to get up and running.

5 New Practice website:

Members generally welcomed the fresh look and more ordered approach of the new practice website. They felt the systematic, orderly approach would make it easier for patients to navigate. Some teething issues were mentioned and everyone agreed to return to the topic again when they had used the site more and discussed it with other patients.

6 Practice Report.

Elaine outlined:

- 1) In line with national NHS policy 25% of advance appointments had been available online from July 1.
- 2) The website also included a facility for patients to ask general queries and the Practice had decided these would be answered within two days.
- 3) The CQC had carried out its latest update review of the Practice through a two hour telephone call with Elaine.
- 4) A new operations manager, Helen Moucher, had been appointed and would be starting September.
- 5) Our new Clinical Pharmacist should have started before the next PPG meeting.
- 6) The agreed Primary Care Network for our Practice is the COLTE partnership but Ambrose would be working particularly closely with Ardleigh and Manningtree.

7 PPG Membership: Ray reported

Active 12, Reserve 15, Supporters 335. Total 362 No change

8 Newsletters:

The July newsletter was approved.

9 Suggestion boxes

No PPG documents

10 Outreach

It was agreed the next event would be on Flu Saturday, September 28..

11 North East Essex Health Forum.

a) Ray gave feedback on the 2019 Patient Summit in June which had involved the new CCG Chief Executive introducing himself; redevelopment plans for Clacton Hospital site; Primary Care Networks and patient workshops on engagement with the CCG.

b) Ray mentioned the forthcoming Patient Party which would involve presentations on the forthcoming Urgent Treatment Service and commissioning of Wild Wellbeing sessions for children.

c) Ray tabled to agenda for the Local Health Matters Meeting .in July

d) Ray also circulated the agenda for the July Colchester PPG Liaison meeting on July 15.

12 Newsbreaks

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

13 Any Other Business

1) Dr Soares had met with Age Concern Colchester to talk over possible join Social Prescription work at Ambrose.

2) Pam mentioned that extended hours appointments did not resolve the difficulties some patients faced with the need for dressing changes and the like at weekends. At the moment the Walk In Centre is available but that is duwe to close after the summer.

14 Outcomes

a) Members generally welcoming the new web site with its better layout and increased features.

b) Hearing that patients could now access more advance appointments online.

c) Looking forward to the Clinical Pharmacist

d) .Congratulating the Practice on being able to appoint an Operations Manager so speedily.

e) Delighted to hear the latest CQC inspection queries were dealt with by Elaine on the phone so efficiently.

15 Next meeting

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