

Ambrose Avenue PPG

Minutes of August 12, 2019, meeting

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

2 Apologies: Marilyn Rivett

3 Minutes: The record of the meeting on July 12, was agreed.

4 Matters arising: None

5 Practice Report.

Elaine outlined:

A) GP Patient Survey. The results of the annual GP Patient Survey carried out by the CQC in January to March were studied. It involved the CQC selection of less than 1% of the Practice's 15,800 patients and the Practice had no idea who they were.

While the general responses to the 18 questions were good, the phone access, appointment-making process and access to preferred GP, were all poorly rated.

She said the phone system had been overhauled since then and access improved but, of course, the survey did not go into depth about triage systems and referrals to nurse practitioners instead of GPs.

B) Prescribing Team. Now back up to strength and functioning well. Members had largely caught up on the backlog and should be operating smoothly once the summer holidays were out of the way.

C) Operations Manager. Helen Moucher had hit the ground running by starting during August and had already carried out a survey of processes.

D) Patient Services. Patients wanting advance appointments are being encouraged to use the Practice website now that 25% of available advance appointments are online. A text messaging and surgery poster publicity campaign was planned to let everyone entitled to free flu jabs know about Flu Day at both surgeries on September 28, 8am to 11.30am.

E) Health Questions Via the Web Site. Patients could now ask questions online about any aspect of the Practice's services and they would be answered within 48 hours.

F) Extended Hours Appointments. There were none being held at Tollgate at the moment because of legal requirements over patient responsibility. They could still be accessed by Ambrose patients who would have to travel to Rowhedge see a GP.

G) Primary Care Network. All the Practices of COLTE had been agreed as a Primary Care Network for the NHS and so, in future, other services would be centred around various surgeries. In addition it had been agreed that Ambrose would work even more closely with Ardleigh and Manningtree.

H) Clinical Pharmacist. It was hoped that medication reviews would soon be started by phone. Patients could access the surgery's clinical pharmacist for advice and requests checks if wanted.

I) Specialist Nurse. The Ambrose nurse dealing with breathing issues had moved to a new Practice. Her appointments were currently being covered by other staff,

6 PPG Membership: Ray reported

Active 12, Reserve 15, Supporters 338. Total 365 Plus 3

7 Newsletters:

The August newsletter, with Flu Jab Saturday timings added, was approved.

8 Suggestion boxes

No PPG documents

9 Outreach

Members agreed to hold information stands at both surgeries on Flu Saturday, September 28.

10 ESNEFT Elective Centre Plans

Ray outlined the pre-engagement proposals for a new 60-bed specialist centre dealing with pre-planned hip and knee operations which would be based at either Colchester or Ipswich hospital.

11 North East Essex Care Record Exchange Plans.

Ray outlined the basic thoughts between a planned 'My Care Record' scheme to share data between local surgeries, community services and acute services.

12 Friends and Family Test

Ray explained that the national NHS had announced planned to change the thrust of the existing Friends and Family Test over the summer. Details of the fresh format were awaited.

13 North East Essex Health Forum.

Ray fedback on the first Patient Party which was attended by some 60 patients who received presentations on the forthcoming Urgent Treatment Service and commissioning of Wild Wellbeing sessions for children.

14 Newsbreaks

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

15 Caradoc Surgery, Frinton.

Ray reported briefly on the surgery being removed from the care of the present provider and transferred to temporarily to the existing Ranworth Practice.

16 Any Other Business

A) Roly said he had found the new NHS App, difficult to log onto but, when he managed to, found little of value over and above the existing surgery website.

B) Kevin said his liaison with the borough council continued but he was disappointed the promised location points had not yet been forthcoming.

17 Outcomes

A) Hearing of the GP Patient Survey results which generally confirmed what members heard about during outreach although members were concerned at the very small sample of patients taking part.

B) Delighted to hear that the Pharmacy Team was now back up to strength and operating well.

C) Very pleased that the Practice seemed to be so well thought of that key staff were proving fairly easy to find.

D) Pleased to hear of the new Operation's Manager starting with a review of services.

E) Welcoming the Flu Jab Day campaign .

15 Next meeting

Monday, September 9, in Tollgate Surgery meeting room, at 6pm.