

Ambrose Avenue PPG

Minutes of October 14, 2019, meeting

Present Roly Buss (chair), Ray Hardisty (secretary), Trevor Ireland, Carrie Ransom, Pam Robertson, Mary Russell, Mavis Knight, Val White, Carol Brand, Helen Moucher and Catherine Stewart.

2 Apologies: Kevin Starling, Marilyn Rivett, Robert Brand and Elaine Hippisley.

3 May Care Record:

Donna Harris of the NEECCG was welcomed to explain about the North East Essex and Suffolk My Care Record system, at the start of a 12-week consultation. She explained the project would see patient records open to viewing by clinicians from GPs to consultants and district nurses. It would only operate in the local area and all patients would be included unless they specifically opted out.

Donna answered a number of questions for clarification. Then left the meeting.

4 Welcome: Carol was welcomed and introduced herself. She said her husband Robert also intended to attend meetings.

5 Minutes: The record of the meeting on September 9, had a typo corrected, and then was agreed.

6 Matters arising: None

7 Practice Report.

Helen outlined:

a) Written warnings: Five written warnings for unreasonable behaviour had been given to patients over their abusive attitude towards reception staff. They would now have to control behaviour for 12 months or they faced being removed from the list.

Helen explained this was a last resort action but the practice felt it needed to be done to both protect staff and ensure the best quality of service provision to general patients.

b) Surgery closure: Tollgate Surgery would be closed on October 21 from noon to 2pm due to computer works. Ambrose would remain open and deal with any phone queries.

c) Prescriptions: There was now a senior member of the prescriptions team based full time at Ambrose Surgery to deal with patient queries and issues.

d) Paramedic: Mike Preston would be taking on a number of home visits as well as assisting with surgery workloads.

e) Pharmacies; There was extra pressure on pharmacies at the moment with shortage of supply of usual prescribed medications leading to enforced changes and patients were urged to be understanding..

f) Online access training. A team from Colchester Council was about to start two-hour session in both surgeries to help patients access digital information.

g) Practice Outreach. Arrangements for the special social prescribing information event at Tollgate Surgery on the afternoon of Wednesday, October 30, were confirmed..

8 PPG Membership: Ray reported

Active 12, Reserve 15, Supporters 338. Total 365 No change.

He had been given a file to work through.

9 Newsletter:

The October newsletter was approved.

10 Suggestion boxes

No PPG documents

11 Outreach

Flu Saturday: Helen reported more than 4.000 patients were seen across both surgeries. Ray and Carrie gave feedback on busy morning sessions with patients at both surgeries

Oct 30 Information Afternoon: Ray, Carrie and Trevor all planned to take part.

12 Local Health Matters: Ray presented the October agenda.

13 Colchester PPGs Liaison Group: Ray reported on the meeting. Trevor asked for details of the next one in February as he hoped to attend..

14 Newsbreaks

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

15 Any Other Business: None

16 Outcomes

a). Welcoming new member Carol Brand.

- b) Hearing of My Care Record.
- c) Knowing of the computer service revamped at Tollgate.
- d) Hearing the positive reports of Flu Saturday.
- e) Being able to discuss the situation of abusive and intolerant patients.

15 Next meeting

Monday, November 11, in Tollgate Surgery meeting room, at 6pm.