

# Ambrose Avenue PPG

## Minutes of December 9, 2019, meeting

**Present** Roly Buss (chair), Ray Hardisty (secretary), Kevin Starling, Val White, Trevor Ireland, Marilyn Rivett, Jane Alexander, Mary Russell, Mavis Knight, Elaine Hippisley and Helen Moucher.

**2 Apologies:** Carrie Ransom, Carol and Robert Brand.

**3 Festive refreshments:** Members enjoyed festive items they had brought along to end the year suitably

**4 Visitor:** Rachaelle Litwin of the Digital Access Support Team attended to present a new leaflet on the service and seek PPG feedback on its style and content.

**5 Minutes:** The record of the meeting on November 11 were accepted as a true record.

**6 Matters arising:** None

### **7 Practice Report.**

Elaine reported:

On a new on-the-day appointment system starting on January 7 which would not provide appointments on request. Requests from patients would be dealt with on the telephone only and be triaged, first by a receptionist and, if necessary, by a GP phone back.

She explained that the new system had been agreed because the traditional one of calls at visitors at 8am was not working satisfactorily for the Practice's 16,000 patients.

Home visit requests for housebound patients need to be made between 9am and noon and test results, prescription queries and referral matters will be dealt with between 10am and 4pm by relevant staff.

Explanatory leaflets were in both surgeries and there was a statement on the website.

### **8 PPG response**

Members raised a number of concerns over the operation of the new procedure and suggested how some of the terminology could be changed. They also requested a flow chat to add to clarification of how requests would be dealt with.

## **9 Practice Festive Arrangements**

Both surgeries would be closed on Christmas Day, Boxing Day and New Year's Day but otherwise operate as usual Monday to Friday.

## **10 Specialist Nurse for Chronic Conditions**

Elaine also reported the addition of a specialist nurse dealing with patients who have chronic conditions.

## **11 PPG Member Queries and Issues**

.Members raised a number of personal issues and concerns which they asked the Practice representatives to look into.

## **12 COLTE PPGs Liaison: Ray reported**

Arrangements had been made for the he first full meeting to be held at Venyure Centre 2,00, Lawford, on Thursday January 29.

## **13 PPG Membership: Ray reported**

Active 13, Reserve 15, Supporters 350. Total 378 Plus 2

## **14 North East Essex PPG Memberships**

Ray tabled a copy of a North East Essex Health Forum report of memberships across Colchester and Tendring. It showed Ambrose had 376 members at the time of compiling ... 161 more than any other PPG in the area.

## **15 Newsletter:**

It was agreed the draft December newsletter would be looked at again once the explanatory flow char of the new appointment system was received.

## **16 Suggestion boxes**

No PPG documents

## **17 Outreach**

Plans were shelved until January.

## **18 Local Health Matters**

Ray reminded members there was no Local Health Matters in December.

## **19 Newsbreaks**

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

## **20 Any Other Business**

Jane and Marilyn both explained they would be away from Stanway at the time of the January meeting and so could not attend.

## **21 Outcomes**

a) Hearing a full explanation of the new triage system for on-the-day appointments.

b) Understanding that we are the largest PPG in Colchester and Tendring and have more patients working with us than any other Practice in North East Essex.

c) Hearing of the appointment of special chronic diseases nurse.

d) Understanding that the Practice would be running as normal a service as possible around the festive main days.

e).Meeting Rachaelle, hearing of her team's work and being able to assist over the new leaflet.

## **22 Next meeting**

Monday, December 9, in Tollgate Surgery meeting room, at 6pm. Special topic: NHS Research