

Ambrose Avenue PPG

Minutes of February 10, 2020, meeting

Present Roly Buss (chair), Ray Hardisty (secretary), Kevin Starling, Mary Russell, Carrie Ransom, Val White, Keith Brooks, Mavis Knight, Pam Robertson, Elaine Hippisley, Helen Mouncher and Dr Nalia Karim.

2 Apologies: Marilyn Rivett, Trevor Ireland, Jane Alexander, Carol Brand and Robert Brand.

3 Minutes: The record of the meeting on January 13 was accepted as a true record.

4 Matters arising: Elaine reported that the first junior doctor had started work at the Practice in the previous week.

5 Practice Report:

a) Morning triage: Figures showed that 47% of patients requesting an on-the-day appointment did not, in the view of GPs, need to see a GP and were directed to a Nurse Practitioner or Pharmacy. If this continued, it would be a saving of 246 GP appointments a month.

b) The triage system is still being tweaked from experience as some areas of appointments fill very quickly; In addition, the release of advance appointments overnight seems to have been recognised and these opportunities are filled very quickly.

c) It was pointed out that there were still Practice slots available in the afternoons for patients to be seen urgently, if needed.

Dr Karim said she was personally pleased with the new system, even though it needed to be tweaked, here and there. She also felt that patients appreciated it.

d) Coronavirus. The Practice was following all national guidance on the virus outbreak but expected much more detail to come through in due course if there were local cases.

6 PPG comments

Members generally reported hearing positive comments about triage apart from the patients who felt it was their right to see a GP if they want to. Explanation and education would have to be used.

7 Updates on PPG membership: Ray reported the total stood at 378 Active (13), Reserve (15) and Supporter 350. No change.

He said he had spoken to four other patients who felt they would like to join the active group. One had disability issues and could find travel to meetings difficult. He said he would continue to liaise and assist where wanted. The PPG could also consider a digital link-in.

8 Newsletter:

Ray said he would base the February content on the triage system update from the meeting.

9 Suggestion boxes

No PPG documents

10 Outreach

Delayed to the March meeting to allow triage to settle down

11 Local Health Matters

Ray tabled the agenda for the March Local Health Matters meeting..

12 Newsbreaks

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

13 Any Other Business

None

14 Outcomes

- a) Hearing the report of the triage appointment system success.
- b) Noting that the first trainee doctor had already started with the Practice
- c) Having Dr Karim attend the PPG for the first time.

17 Next meeting

Monday, March 9, in Tollgate Surgery meeting room. AGM at 6pm, followed by the March monthly meeting.