

# Ambrose Avenue PPG

## Minutes of December 14, 2020, meeting

**1 Present:** Roly Buss (chair), Ray Hardisty (secretary), Kevin Starling, Carrie Ransom, Val White, Marilyn Rivett, Trevor Ireland, Carol Brand, Robert Brand. Rose Skingsley and Helen Moucher.

**2 Apologies:** Jane Alexander and Mary Russell

**3 New member:** Rose was welcomed to her first meeting. There were introductions all round.

**4 Minutes:** Minutes of the November 9 PPG were accepted as a correct record.

**5 Matters arising:** None

### **6 Practice Report:**

Helen's update included:

a) Extra flu vaccinations. Patients aged 50 to 64, this year's new group, started to be cleared on December 1. There are 2, 251 Practice patients eligible and to date 512 had been vaccinated.

b) Usual flu vaccinations. The practice has vaccinated: 85% of over 65s, that's 3,277 of 3,834; 86% of those aged 18 to 64 at risk, 1,669 of 1,947 and 82% of eligible children, 270 of 330.

c) Phone update

i) Average of 899 a day calls in November

ii) Prescriptions team and secretary calls being taken 10am to 1.30pm on a temporary basis

iii) Awaiting quotes for adding a option of cloud queue amendments

iv) On January 4 the general lines will be closed from 12.30pm to 1.30pm for staff training and staff wellbeing advice.

d) Online appointments. Currently only available for flu vaccinations, smear tests and asthma checks.

e) Blood tests. Still a backlog due to the Roche problems experienced at the end of 2020.

## f) Staff

- i) Elaine Hippisley has left but is currently assisting in some areas from home.
- ii) Helen had decided not to take on the Practice Manager role and the position is currently being advertised.
- iii) A new GP ... Dr Ashwathi Devadas .... and a new Nurse Practitioner ... Aimee Ingrim ... due to start on January 4.
- iv) A care home clinical pharmacy nurse, Mel tigrar, is due to start on January 18.
- v) Secretary interviews due to take place on December 17.
- vi) Vacancies of a prescription supervisor and a practice nurse are currently being advertised online.

## 7 PPG Comments

- a) Members reported that by far the largest complaints and comments being made about the Practice concerned the longer than expected waits.
- d) Responding to national publicity, patients had expected Practice pandemic restrictions to be eased and were surprised to find them continuing.
- c) Patients using the Ambrose Avenue Pharmacy had experienced difficulties in contacting it directly over queries by phone. Subsequent visits in person had brought the excuse of demand. Members queried, if so, how would it cope over the festive break?

## 8 Facebook update

Kevin reported that the Practice Facebook page continued to be well populated and it appeared to be very appreciated.

PPG Facebook page .... members decided tv was not a possible discussion forum they wished at the moment.

**9Updates on PPG membership:** Ray reported the total still stood at 378 .... Active (13), Reserve (15) and Supporter 350. No change.

**10 Diversity:** Members noted the minutes of the November meeting. However, it was felt some action could be taken straight away by appealing in the PPG newsletter for support members to consider becoming active.

## 11 Newsletter:

Members agreed the December edition should update on flue procedures and prescription access time changes.

## **12 North East Essex Health Forum**

December PPGs Liaison Meeting .... Ray and Trevor planned to attend.

## **13 Any Other Business**

Ray updated members on Mavis farewell and thank yous.

## **14 Outcomes**

a) Understanding the successful role out of flu vaccinations despite difficult pandemic restrictions.

b) Hearing of the continued success of the new Practice Facebook page.

c) Taking initial positive steps over the lack diversity in the PPG.s active membership.

## **15 Next meeting**

Monday, January 11, again on Zoom, at 6pm.