

Ambrose Avenue PPG

Minutes of January 11, 2021, 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, Jane Alexander, Keith Brooks and Helen Moucher.

2 Apologies: Mary Russell and Pam Robinson

3 COLTE Social Prescribing Representative: Paula Hockley of Community 360 introduced herself, explained the Community 360 social prescribing system and how it was operating across the COLTE patient network. She also answered a number of questions from members.

4 Minutes: Minutes of the December 14 PPG were accepted as a correct record.

5 Matters arising:

Trevor explained the unexpected cost to a patient caused by being on hold in the patient telephone system due to its effects on their telephone plan.

6 Practice Report:



PPG Report Jan
21.docx

7 PPG Comments

a) Keith queried, on behalf of a friend, why it had been suggested that usually prescribed items should now be bought over the counter at a pharmacy.

b) Trevor raised the continuing issue of very few appointments being available to book online.

c) Phone contact problems with Ambrose Pharmacy had not improved and members had resorted to personal visits to sort queries and difficulties.

d) A number of queries around vaccine availability and appointments etc were raised and answered.

8 Facebook update

Kevin reported that the Practice Facebook page was being well used. It would now be up to the practice to ensure information was supplied regularly.

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

10 Newsletter:

Members agreed the January edition should concentrate on COVID-19 vaccine distribution information.

11 North East Essex Health Forum

- a) Ray and Trevor updated members on the December PPG Liaison Meeting
- b) Ray updated on the January Local Health matters videos availability.
- c) Ray also mentioned two seats were up for contention in the 2021 Forum elections.

12 Any Other Business

- a) Members noted the death of John Knight
- b) Ray agreed to try and contact Elaine re farewell and thank yous..

13 Outcomes

a) Meeting Paula Hockley and hearing of the opportunities offered by social prescribing

b) Noting the roll out of flu vaccinations despite difficult pandemic restrictions and lack of any mass vaccination centre back-up.

c) Appreciating the current staffing difficulties caused by the various isolations etc needed because of COVID-19.

d) Noting that positive steps over the lack diversity in the PPG.s active membership will be taken as soon as newsletter space is available.

14 Next meeting

Monday, February 8, again on Zoom, at 6pm.