

# Ambrose Avenue PPG

## Minutes of October 21, 2020, meeting

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

**2 Apologies:** Mary Russell

**3 Delayed meeting:** Ray apologised that the meeting had been postponed from its original date of October 12 due to his involvement in pandemic matters with the wider NHS.

**4 Notes:** Topics discussed at the briefing on September 23 were accepted.

**5 Matters arising:** None

### **6 Practice Report:**

Helen informed members:

#### Staffing

a) Applicants for the post of Business Manager, to replace Elaine who is due to retire in December, are currently being sought.

b) When Elaine goes, Helen will become the accountable officer and revert to being a Practice Manager after accepting the post for a year.

c) Patient Liaison Officer: Clare Bentley had left the Practice to take early retirement and was being replaced by a former practice manager working three days a week due to start shortly.

d) Dr Cowie was now working as a locum for three days a week until the end of December.

e) Dr Badas a new salaried GP was arriving shortly, working the equivalent of three days a week.

f) A new Nurse Practitioner for four days a week covering minor illness, starts soon.

g) The prescription team would welcome a supervisor (new role) on December 1.

h) Interviews of internal applicants were shortly due towards appointing a second reception supervisor.

- i) Three new receptionist were currently being trained,
- j) A Margin Officer ... dividing time between prescriptions, data and reception ,... was also due to start shortly.

Other matters

- a) 3,306 flu vaccinations had been carried out to date
- b) All care home residents had been dealt with and the team were currently visiting the housebound.
- c) Hopefully all the 'at risk' patients would be vaccinated by the end of December.
- d) The 50 to 64 year olds promised vaccinations by the Government would then be dealt with,
- e) That there were continuing difficulties with the telephone system caused mainly by the number of calls caurrently being handled across eight reception lines.
- f) 25% of appointments were being provided online, mainly those for special procedures.
- g) She planned to set up a 'no comment' Facebook service on line to keep social media patients informed on Practice developments and she would liaise with Kevin, the PPG social media monitor, on operating it.
- h) Special initiatives from the Clinical Commissioning Group were currently providing assistance with patients who were frail and coping with mental health issues.
- i) She showed the draft of a monthly report sheet covering numbers of patients served which she hoped to publicise as widely as possible,

## **6 PPG comments**

Bob ... queried GP contact details help by Colchester General Hospital.

Carol ... queried marshalling system of patients arriving for flu vaccination appointments

Trevor and Bob .... raised issues around blood test appointments

Marilyn ... highlighted treatment issues concerning two patients who she belived could have recieved better care.

Ray ... said he had dealt with queries from four patients who had received 'no appointments available' messages on the web site rather than helpful guides on how to get about getting one.

Kevin ... reported his monitoring of local social media sites showed currently positive comments towards the Practice.

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

### **8 Newsletter:**

Ray said the October edition had covered pandemic flu jab arrangements and that he had waited until the current meeting for topics. There appeared to be plenty in the Practice report and he would follow them up.

### **9 COLTE PPGs Update**

This too was likely to be moving online due to the pandemic.

### **10 North East Essex Health Forum**

a) Ray had provided links to the Integrated Care System's report 'Reflections on System Learning from COVID-19' for members to download and read through if they wished.

b) October Colchester PPGs Liaison Meeting .... Taking place the following Wednesday with Ray and Trevor due to attend.

c) Local Health Matters. As public meetings are currently banned due to coronavirus, the Health Forum is arranging for videos on services to keep members and the public informed.

**11 North East Essex Alliance End of Life Group ...** Ray read a request for individuals to join its patient support group commenting on policies and procedures.

### **Any Other Business**

Marilyn pointed out that the topic of Diversity which she had requested at the September briefing had not been included on the agenda as promised. Ray apologised and said it would definitely be included for the November meeting.

### **14 Outcomes**

a) How successful the first full PPG meeting online had been

b) The fact that the Practice seemed to be able to attract new staff to various roles while other North East Essex Practices were having difficulties.

c) Hearing that Helen Moucher was to be the Practice Manager when Elaine retires.

d) Introduction of the new monthly information showing how many patients had been assisted by Ambrose Avenue Practice.

## **17 Next meeting**

Monday, November 9, again on Zoom, 5.45pm for 6pm.