

Ambrose Avenue PPG

Minutes of May 10, 2021, meeting

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

2 Apologies: Mary Russell, Pam Robertson and Keith Brooks

3 Clinical Pharmacist: Ray apologised that Angela Businge was not present as arranged. He had liaised with her before the meeting but something seemed to have gone awry with the link.

He would check to see if she could attend in June.

4 Minutes: Minutes of the April 12, PPG were accepted as a true record

5 Matters arising:

There were none

6 Practice Report:

Helen Moucher had submitted the following updates:

Phones

- Answer message has been amended and is much shorter.
- There is now a dedicated COLTE call team to support with non-clinical covid vaccine queries. Patients should dial – 01206 645201 between 10am and 3pm. This should reduce the amount of calls coming through to Reception.

Staff

- Recruited 2 Receptionists.
- Advert still live for 2 more Receptionists
- Advert live for a salaried GP
- Aimee Ingrim (NP) is now our Nurse Lead
- We have recruited an experienced Prescription Supervisor who will start on June 1.
- We have recruited an experienced Audit Clerk who works 21hrs a week. This role will manage recalls for patients with long term conditions.

Covid vaccine

- Vaccinated 97.6% of our eligible patients in cohorts 1 to 9
- 408 left to vaccinate in the practice in total in cohorts 1 to 9

- 9 Care Home patients left to vaccinate
- 5,285 patients have had 2nd vaccine
- Cohorts 10-12 are currently being called by the national service to book appointments at the football stadium
- The receptionists cannot arrange these so patients should not contact practice
- We are not currently inviting Cohort 10- 12 as yet and will wait to be instructed.
- Under 40s are being offered an alternative to the AstraZenca vaccine

Appointments

- As from today (10th May) we now have more face to face and pre-bookable appointments to offer.
- Front doors are open at both sites but patient should not come to practice to make appointments as we need to minimise the amount of people we have in the practice at any one time. Waiting rooms will be monitored
- Face to face appointments with the Practice Nurse and Health Care Assistants can be booked in by receptionists.
- Appointments with the GPs and Nurse Practitioners will still be a telephone appointment first followed by a video consultation or face to face appointment should it be required.
- We now have a hot room at Tollgate as well as Ambrose. (patients are not to come via normal entrance and will be told instructions during their telephone consultation as safety measurements in place)

7 Practice Activity: Members noted the contents of the April report

8 Members' Discussion: Debate on the reports raised queries on:

- Increase in face to face appointments welcomed.
- There were a number of issues raised about the present prescriptions service including one, where despite ongoing liaison over a period of time, the patient ran out of medication.
- The message leaving facility for prescriptions was particularly unpopular as it was felt it led to delays and misunderstandings.
- Audit Clerk to facilitate long term condition reviews was welcomed.
- There were best wishes in the search for a salaried GP.

9 Facebook update

Kevin submitted two reports on Facebook activity together with an explanation of the information contained.

10 Updates on PPG membership: Ray reported no change at 379 . Active (13), Reserve (15) and Supporter 351.

11 Newsletter:

Members noted the April edition had been based on a revised appeal for virtual members to consider joining the active group because so far there had been no response.

12 North East Essex Health Forum

Ray updated members

13 Any Other Business

.Noted that Ray would be liaising with Angela on attending the June meeting

14 Outcomes

- a) Welcome the continued success of the Practice with vaccine rollouts.
- b) Being pleased with the strengthening of the reception and prescriptions team.
- c) Grateful to Kevin for Facebook activity reports
- d) Welcoming the return of at least some bookable face to face appointments on medical issues for those patients in need of them.

15 Next meeting

Monday, June 14, again on Zoom at 6pm