

Ambrose Avenue PPG

Minutes of July 12, 2021, meeting

1 Present: Roly Buss (chair), Ray Hardisty (secretary), Kevin Starling, Val White, Marilyn Rivett, Trevor Ireland, and Rose Skingsley and Louise Carpenter.

2 Apologies: Carrie Ransom, Keith Brooks, Carol and Robert Brand Mary Russell and Pam Robertson

3 Clinical Pharmacist: Angela Businge had forwarded her apologies and now hopes to be with the group in August.

4 Prescription Supervisor: Louise introduced herself to the group, explained her role and detailed what she had done since arriving in an effort to ensure smooth operation of the prescription service.. She answered a range of questions

5 Minutes: Minutes of the June 14 PPG were accepted as a true record

6 Matters arising:

There were none

7 Practice Report:

Helen Moucher's written report was presented

Staff

- Advert out for Reception Supervisor and one Receptionist
- 15 Current Receptionists in post
- Advert still live for a salaried GP
- Angela Stewart our secretary of 33 years is retiring from our practice.
- Advert for secretary is now live
- NP Stacey Gardiner starting on 1st September. Working Tues - Fri
- Occupational Therapist, Melissa Nutt is starting with us on Thursday 15th July working Weds-Fri

Covid vaccine

- Vaccinated 98.5% of our eligible patients in cohorts 1-9
- 249 left to vaccinate in the practice in total in cohorts 1-9
- 9 Care Home patients left to vaccinate
- 9,354 patients have had 2nd vaccine in cohorts 1-12
- 1,148 patients left to vaccinate in cohorts 10-12
- Abbeyfield Medical Centre and East Hill are vaccinating our patients along with the national service

Covid rules from July 19

- Relaxing of rules does not apply in primary care setting. Masks are still to be worn unless exempt and social distancing in the waiting rooms is still to be met. CCG to release comms shortly.

7 Practice Activity: The June report was circulated. Members agreed to look at the report headings with the intention of suggesting changes which could possibly lead to the figures being more informative for patients.

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

- The continuing pressures faced by receptionists in the busy practice in a background of reduced appointments due to continuing covid restrictions..
- Noting that there are still issues with the telephone system especially long waits which are causing patients to be frustrated.
- Efforts made by Louise were generally welcomed and patients who had contacted prescriptions recently felt the service was more organised

9 Facebook update

Kevin submitted the report on Facebook activity. There are now 543 members of the group. Most viewed were posts on 'walk in' vaccinations being offered at 4,365 and the CQC report on Tollgate Practice at 3,601.

10 GP Patient Survey 2021 results

Members studied the full report on Ambrose Practice and the North East Essex practice league table.

Only four practices, including Tollgate which is special measures, had performed worse than Ambrose.

Members went through the responses in depth and, even allowing for the fact the results were based on a very small number of responses, felt that the poor showing was centred on issues with the telephone system which had been the only way to access the surgeries during the pandemic.

This was unfortunate as the low rating would now be recorded on the survey web site for a year and put Ambrose in an unfortunate bad light.

Ray agreed to take up the feelings with Helen Moucher at their July meeting.

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

12 Newsletter:

July would update everyone on prescription services.

13 North East Essex Health Forum

Ray updated members

14 Any Other Business

None

15 Outcomes

- a) Opportunity to go through the results of the Annual GP Survey and discuss the various sections in detail.
- b) Continuing concern that phone system problems seem to be the basis for the low survey scores.
- c) Pleasure at hearing of the positive moves being taken to ensure a smooth flow of prescriptions..
- d) Hearing of the continued growth of the Practice Facebook group and how widely some posts are distributed.

16 Next meeting

Monday, August 9, again on Zoom at 6pm