

# Ambrose Avenue PPG

## Minutes of August 9, 2021, meeting

**1 Present:** Roly Buss (chair), Ray Hardisty (secretary), Kevin Starling, Val White, Marilyn Rivett, Trevor Ireland, Rose Skingsley, Carrie Ransom, Keith Brooks, and Angela Businge.

**2 Apologies:** Carol and Robert Brand Mary Russell and Pam Robertson

**3 Clinical Pharmacist:** Angela Businge outlined her work as the Clinical Pharmacist and answered a number of queries on what she is able to do for patients. She also asked members' views on what they would expect from a hypertension prescriber.

**4 Minutes:** Minutes of the July 12 PPG were accepted as a true record

### **5 Matters arising:**

Ray reported on his meeting at the surgery during which the results of the Annual GP Patient Survey were discussed. He raised concerns from the PPG, particularly to do with the phone system, and Helen explained the affect the survey had on the staff which had led to a number of meetings on the responses and, following it, a number of resignations.

He said the PPG meetings would continue on Zoom when use of the Tollgate surgery, and its meeting room, returned to normal use,.

### **6 Practice Report:**

Helen Moucher's written report covered:

#### Staff

- We have a new Reception Supervisor starting with us on 16<sup>th</sup> Aug, Sally Smith, she has been in primary care for 6 years
- We also have a new secretary starting with us on 25<sup>th</sup> Aug, Sophie Saville
- Janet Belton, Healthcare Assistant is leaving us 27<sup>th</sup> August
- We have a prescription clerk and receptionist both leaving end of August
- Adverts are out for HCA, Prescription Clerk , 2 x Receptionist, and an additional Secretary
- 13 Receptionists currently in post
- The last month has been the toughest to date with staff due to isolation, sickness and annual leave

## Covid vaccine

- Vaccinated 98.4% of our eligible patients in cohort 1-9
- 261 left to vaccinate in the practice in total in cohort 1-9
- 10,080 patients have had 2<sup>nd</sup> vaccine in cohort 1-12
- 1243 patients left to vaccinate in cohorts 10-12
- Will soon be offering vaccination to cohort 13 for ages 12-17

## Other

- Flu clinic dates to be announced next week – but will be going ahead mid Sept, appointments can be booked via a link sent through SMS
- The week 9<sup>th</sup> – 13<sup>th</sup> August, Ambrose will be shutting its door every day from 1.30pm due to staff shortages
- We are trying very hard to find ways to ease pressure on the phones. However we are noticing a number of phone calls received to the practice are queries that can be dealt with in the community – pharmacies, NHS England, Ambrose Website .

**6 Practice Activity:** The July report was circulated. Members asked that a patient review of report headings should be added to the September PPG agenda, with the intention of suggesting changes which could possibly lead to the figures being more informative for patients.

**7 Members' Discussion:** Debate on the reports raised queries on:

- Concerns that the reduction in reception staff and closing of the surgeries would lead to even more pressure on the phone system which many patients are already dissatisfied with.
- The general consensus was that tweaks to the present operation had achieved adequate results and that total replacement of the system should be considered.
- Roly and Ray were asked to draw up a letter to the GP Partners outlining the PPG concerns and suggesting remedial action.

## 8 Facebook update

Kevin submitted the report on Facebook activity Membership had risen to 578, up by 35. The peak engagement was over posts about temporary closures and restrictions which reached some 2,000 views.

Another popular item was the Vaccination Bus posted by Helen and I.

The most popular day in the month was Thursday.

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

Ray had been forwarded another possible active member by the Practice but had been unable to contact her before this meeting

#### **10 Newsletter:**

Agreed that the August newsletter should update everyone about the Clinical Pharmacist.

#### **11 North East Essex Health Forum**

Ray updated members

#### **12 Any Other Business**

Rose and Carrie both gave their apologies for the September meeting.

#### **13 Outcomes**

- a) Confirmation in the patient interest over service fluctuations as reported by the amount of Facebook interest.
- b) Concern over the number of staff leaving roles following publication of the GP Patient Survey.
- c) Pleasure at finally meeting Angela Businge and hearing of her role as a Clinical Pharmacist.

#### **14 Next meeting**

Monday, September 13, again on Zoom at 6pm