

Ambrose Avenue PPG

Minutes of September 13, 2021, meeting

1 Present: Roly Buss (chair), Ray Hardisty (secretary), Kevin Starling, Val White, Marilyn Rivett, Trevor Ireland, Rose Skingsley, Keith Brooks, Carol and Robert Brand, Helen Moucher, Dr Karim and Louise Carpenter.

2 Apologies: Louise Ismail, Carrie Ransom, Mary Russell and Pam Robertson

3 Minutes: Minutes of the August 9 PPG were accepted as a true record

4 Matters arising:

a) Letter to GP partners: Ray reported he had drafted the letter as requested by the PPG for the chair and secretary to bring to the current meeting, and liaised with Roly. However it was never discussed between them and instead Roly provided his personal phone service discussion document for members.

b) Roly's phone service discussion points: Rather than simply stating that the present Practice contact procedure needed to be improved, this outlined a number of suggested improvements to the present service. Based on the knowledge and experience of the PPG they included avenues of email and web page routes that could reduce traffic on the overloaded phone system.

A number of the suggestions need further investigation and it was agreed the document be placed on the October meeting agenda to formulate a preferred way to take the matters forward.

6 Practice Report:

Helen Moucher's report covered:

Staff

- We have 2 new full time receptionists, both started on the 6th September
- Our new Nurse Practitioner Stacey Gardiner started with us on 1st September
- We have a new salaried GP Dr Daniel Atkinson joining us on 20th September
- We have a new HCA Sarah Brown starting with on 20th September
- 14 Receptionists currently in post, with 2 supervisors
- Adverts are out for an additional Secretary
- We are processing the start of a new team member for prescriptions

Covid vaccine

- Vaccinated 98.5% of our eligible patients in cohort 1-9
- 247 left to vaccinate in the practice in total in cohort 1-9
- 11,013 patients have had 2nd vaccine across cohorts 1-14
- 1023 patients left to vaccinate in cohorts 10-14

Other

- It has been announced that Dr Gil and Dr Pinto-Wright are leaving Ambrose Avenue Group Practice. Dr Gil will be leaving us on the 19th November 2021 and Dr Pinto-Wright will be leaving on the 31st October 2021.
- Flu clinics are now available to book into – patients can book following the link sent by SMS or by calling the surgery if they do not have online access
- Covid boosters are being handled by Colte practices and we will be advised of clinic dates in due course. Our Tollgate branch will be used as a site for this.
- A walk in clinic was to be trialled to see if it could help with appointment congestion.

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

a) The walk-in experiment was welcomed. However members raised points about ensuring patient expectations of the service were realistic and that only a small section of the cohort could be served in the time being made available.

Helen agreed to share her planned communications on the walk-ins with both Roly and Ray online so they could be commented on from a patient viewpoint.

b) Dr Karim was asked for the GOP view on a number of key concerns.

c) In answer to further prescription queries, Louise outlined further actions the team was taking to ensure a steady prescription flow.

7 Practice Activity: The August report was circulated. In light of the length of the meeting, members agreed that the planned review of report headings should be added to the October PPG agenda.

8 Facebook update

Kevin submitted the report on Facebook activity Membership had risen by another 48. The peak engagement was over the post about Drs Gil and Pinto-Wright leaving the Practice.

The most popular day and time in the month was Monday at 3pm

9 Updates on PPG membership: Ray reported no change at 380 . Active (14), Reserve (15) and Supporter 351.

10 Newsletter:

Agreed that the September newsletter should update everyone about flu jabs.

11 North East Essex Health Forum

Ray updated members

12 Any Other Business

Ray outlined the ethnicity and equality update session being run by Community 360 on behalf of the North East Essex Alliance on the afternoon of October 11 online and gave details of how to book.

13 Outcomes

- a) Having the opportunity to discuss key issues with Dr Karim
- b) Being able to question prescription policy with Louise.
- c) Hearing that recruitment continues to be positive despite the exodus of staff from the Practice earlier in the year.
- d) Having another healthy discussion on the current phone issues and concerns facing the Practice.
- e) Agreeing patient input into the communications about the proposed walk-in experiment,

14 Next meeting

Monday, October 11, again on Zoom at 6pm