

Ambrose Avenue PPG

Minutes of October 11, 2021, meeting

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

2 Apologies: Louise Ismail, Mary Russell and Pam Robertson

3 Minutes: Minutes of the September 13 PPG were accepted as a true record

4 Matters arising:

a) Roly's phone service discussion points: Members felt they wanted to discuss the original request to send a letter to GP partners asking for action to improve the phone system rather than Roly's alternative list of suggested actions

b) Letter to GP partners: It was generally felt that the requested letter should have been created and sent rather than compiling a list of alternative action points to debate. Roly and Ray were action requested to write a draft, circulate it among PPG members and then create a final document from the comments.

i) Ray accepted another action to check on names of the current partners.

5 Practice Report:

Helen Moucher's submitted report covered:

Staff

- The new Prescription Clerk, Samantha Chamberlain starts on the 12th October
- A new Secretary, Jessica Marston, starts on the 28th October
- Pharmacy Technician Katie joins the PCN. She will working with Ambrose for 2.5 days a week
- Patient Liaison Officer Patricia is sadly leaving us at the end of the month

Covid Vaccine:

- Vaccinated 98.6% of eligible patients in cohort 1-9
- Vaccinated 90.3% of eligible patients in cohort 10-15
- 1,852 left to vaccinate in the practice in total in cohort 1-15
- 11,437 patients have had 2nd vaccine across cohorts 1-15
- Practice is continuing to book patients in for 2nd vaccines

Flu:

- 3,894 of our eligible patients have been given the flu vaccine, and there are 4,893 patients remaining to vaccinate.
- Within this staff have vaccinated 109 housebound patients with only 70 more patients to vaccinate.

Other

- Feedback on the open access clinic was positive and the Practice is looking at providing an open access service every day where possible. Not all F2F appointments were used on both days. Possibly starting this towards end of October and dates and times will be put on Facebook and the web page. This will consist of one to two GPs and a NP every morning with the other GPs continuing with routine appointments. This will only be held at Tollgate due to social distancing/space. This may not be possible every day due to sickness, isolation and annual leave so at the end of every week the Practice will advertise what days the following week will have open access. This now means that a patient gets a choice of a F2F, telephone appointment or can still submit via online
- The COLTE exec team is arranging booster clinics for all its practices. Clinics have now been added within COLTE at Mersea and Walton.
- The Practice is awaiting flu vaccine receipt dates. These will be Pfizer. NHSE are already inviting patients who are due their booster to the stadium and other locations. The Practice does not have control of the vaccination delivery but as long as patients are getting vaccinated that's the main objective.

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

a) The open access walk-in experiment had got off to a positive start but members felt it would gain in popularity and was likely to be over subscribed.

7 Practice Activity: The September report was circulated. Ray was asked to add the PPG's planned review of report headings to the November PPG agenda.

8 Facebook update

Kevin submitted the report on Facebook activity Membership had risen by another 56 to 634. The peak engagement was over a post about vaccination calls. The most popular day of the month was September 20.

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

10 Newsletter:

Agreed that the October newsletter should update everyone about the departing GPs and staff changes.

11 North East Essex Health Forum

Ray updated members

12 Any Other Business

Ray said there had been access difficulties around the ethnicity and equality update session run by Community 360 on behalf of the North East Essex Alliance that afternoon which had led to him and others awaiting the recording before being able to access the full presentation.

13 Outcomes

- a) Agreement over drafting, circulating, amending and then sending, the draft letter to GP partners
- b) Receiving positive feedback on the experiment of open access and the possible extension of the service.

14 Next meeting

Monday, November 8, again on Zoom at 6pm