

Ambrose Avenue PPG

Minutes of November 13, 2017, meeting

Present Roly Buss (chair), Ray Hardisty (secretary), Terry Smith, Mavis Knight, Pam Robertson, Clive Swift, Irene Swift and Elaine Hippisley

2 Apologies: Andrea Anderson, Marilyn Rivett, Marita Ling, Linda Meredith and Gwen Standen

3 Introductions: New members Clive and Irene introduced themselves

4 Minutes: The record of the meeting on October 8 was agreed as a true record.

5 Practice Report: Elaine reported:

- a) The new team leader for reception started work on October 23.
- b) Interviews were being held for a second team leader.
- c) Other new reception staff were settling in.. A bonding and learning evening was planned for later in the month.
- d) Renewed efforts were being made to encourage use of the web site for online appointment bookings and medication ordering.
- e) Fresh efforts were being made to give out Friends and Family questionnaires to test patient views on both surgeries.

6 PPG Membership: Ray reported:

Active 16; Reserve 13, Supporters 258. Total 287

7 Newsletter:

Ray would complete the December newsletter once the emergency cover arrangements for the festive holiday were announced by the Clinical Commissioning Group.

8 AGM 2018

Members agreed to hold the March AGM at Tollgate Surgery starting at 6.30pm so the waiting area could be used.

Speakers from ACE and Oaks Hospital to be invited.

9 Dr Chris Hall CHUFT governor

Members noted that Dr Hall has been elected as a public governor of the general hospital.

10 Suggestion boxes

Two comments were noted, one from each surgery.

11 Outreach.

Final arrangements were made for the information tables on November 23 which Clive and Irene offered to spend some time at with regular PPG members.

12 North East Essex Health Forum.

a) The agenda for the November Local Health Matters public meeting was tabled.

13 Newsbreaks

Ray tabled details of press releases from the NEECCG and CHUFT ... including the announcement of special measures for the general hospital being lifted ... all available from him if members wanted.

14 Any other Business:

a) Pam mentioned issues raised in a Press report on loneliness.

b) Mavis offered information on another local church regular event she felt would assist the coffee morning project and will pass details to Ray.

c) Roly queried whether the practice was planning to be involved in a new style blood monitoring system for diabetes patients.

15 Outcomes

a) Members welcomed efforts to strengthen the two reception teams.

b) Full encouragement to be given to patients to complete Friends and family questionnaires.

c) Members would also continue to promote the online services at Information Days.

d) Dr Hall should be congratulated for taking on a role as governor at the general hospital.

e) Members noted that the general hospital was no longer in special measures.

16 Next meeting

Monday December 11 at 6pm at Tollgate surgery.