

Ambrose Avenue PPG

Minutes of May 14, 2018, meeting

Present Roly Buss (chair), Ray Hardisty (secretary), Linda Meredith, Clive Swift, Irene Swift, Marilyn Rivett, Mary Russell, Mavis Knight, Pam Robertson, Paul Murthwaite and Elaine Hippisley

2 Gwen Standen: Ray reported that Gwen had passed away while being treated at Colchester General Hospital. As she had no family, friends were organising the funeral and he would let members know when he had details.

3 Apologies: Terry Smith

4 Move to Reserve List: Terry had rung Ray to explain that his wife was currently very unwell and he was finding attending meetings impossible to match with care duties. Accordingly he requested a temporary move to the Reserve List.

5 Minutes: The record of the meeting on April 9 was agreed.

6 Matters Arising:

a) Diabetes blood sugar monitoring (February minutes) Ray reported that the NEECCG had stated that the new monitoring procedures for diabetes had not been supported as they were not considered cost-effective. The decision was due to be reviewed again in the New Year.

b) Surgery Coffee Mornings These still needed a surgery referral process but an early suggested procedure was unlikely as Paul was about to go on holiday. Ray will liaise with him and Elaine in due course.

c) Ambrose Reception area suggested changes: Elaine said the PPG report had been discussed by partners and forwarded to the building's landlords.

d) Colchester Hospital merger (AGM minutes) Colchester Hospital said they had supplied a wide range of different staff to take part in patient engagement over the merger proposals and some may well have not had detailed financial knowledge. However, everyone was asked to raise questions they had not been able to answer so more detailed explanations could be given in due course.

7 Practice Report: Elaine reported:

a) Discussions on providing access to services for patients continued and she would let the PPG know the preferred solution once it was made.

- b) Meanwhile three new reception staff were due to start.
- c) Wi Fi is now available to patients at both Ambrose and Tollgate surgeries.
- d) Ear syringing, which was not a contract obligation, would be stopping from the current month. Patients wanting details would be offered a leaflet explaining assistance that could be obtained from pharmacies.

Members raised a number of issues which patients could face with the removal of the service and asked that these were reported back to the partners.

8 PPG Membership: Ray reported:

Active 15, Reserve 14, Supporters 279. Total308. Increase of 10..

9 Newsletters:

Newsletters for April and may were reviewed by members and agreed.

10 Suggestion boxes

No comments

11 Outreach.

Feedback issues

Tollgate

- a) A patient without a computer outlined difficulties in making appointments by phone at 8am and having to queue twice at the surgery before being able to make an appointment
- b) Dementia patient and carer travelled from Clacton for ACE dermatology appointment. Asked our PPG why it was necessary as patient only seen for five minutes'

Ambrose

- a) Queries over use of mobile phone service for children.
- b) PPG rep signed 16 patients up for the mobile phone service.
- c) Prescriptions 1: a number of patients commented on waiting longer than 72 hours for prescriptions to be supplied.
- d) Prescriptions 2: patients confused by different messages on blood tests from prescription team and doctors or nurses.

- e) Prescriptions 3: patients who knew six monthly blood tests were required for their condition were refused appointments as 'the system' did not show them requiring tests.

12 GDPR

Members discussed the information supplied to members and felt it fell within the very lowest level of marketing risk.

All those receiving the newsletter will be reminded that they can be taken off the mailing list at any time.

13 North East Essex Health Forum.

The agenda for the May Local Health Matters public meeting was tabled.

14 Newsbreaks

Ray tabled details of press releases from the NEECCG and CHUFT available from him if members wanted.

15 Outcomes

- a) The decision to hold a meeting about Coffee Morning referrals.
- b) Provision of surgery Wi Fi service for patients.
- c) Agreement on the way forward with GDPR.
- d) Being able to air concerns over ear syringing no longer being a Practice service.

15 Next meeting

Monday June 11 at 6pm in Tollgate Surgery meeting room. (Later amended to Monday June 25, same time and venue).