



Ambrose Avenue Group Practice Patient Participation Group (PPG) Minutes 12th May 2025

1. Attendees;

RB: Chair, CS: Secretary, LR: Practice Representative, MR, VW, TI, AC, RS

2. Apologies;

KB, RH

3. Minutes of the March Meeting;

AGM; Approved

PPG; Approved with minor amendments to wording for section 5;
Practice update

4; Action Log;

All actions were closed with the exception of that in relation to the ICB meetings which is carried over until the next meeting

5. Practice Update;

A discussion was held regarding the wording of the Anima system when patients were trying to make an appointment. TR produced screen shots to highlight what patients were seeing and suggested



when the triage system was closed it would be preferable if the information was on the first screen seen. LR explained this was Anima wording and was used nationally so could not be changed at a practice level.

Changes in NHS regulations now require the system to be operational all day, currently there is a maximum number of patients who can be safely triaged and for that reason the system does close to new requests. How this will be resolved is unclear at the moment.

Phones have been busier since Anima was introduced AC raised an issue regarding the system timing out and MR asked about how quickly patients would receive appointments, LR explained this is difficult to give a definite answer to as there are so many variables. Patients can still see the GP of their choice however for those GPs who only work part time appointments can fill up very quickly.

LR has changed her role in the practice and is now Facilities Administrator, she will continue to support the PPG. The boilers have now been replaced and Ambrose Ave has now reopened to patients, it is still not at full capacity but should be in the next couple of weeks as appointments work through.

LR updated the group on staff changes.

The new look website went live on Friday but has received some positive feedback.



LR has now gone through all the virtual members and found some discrepancies. LR will need to contact all virtual members to confirm if they wanted to remain members of the PPG. The group decided it may be better to disregard the current group of virtual members and move forward with recruitment of new active and virtual members.

Currently the minutes are not being added to the website as LR is still awaiting the minutes from 2022 to late 2024. CS suggested going forward a rolling 12 months could be used.

LR has been told Tiptree has a regular session to offer IT support to its patients. LR will contact Tiptree to see if this can be replicated for Ambrose Avenue

6. Updated Terms of Reference and Constitution, wording for practice website, flyer

The Patients Association ToR had been circulated and agreed with amendments to certain sections, such as raising funds, which do not apply to the Ambrose Avenue Group.

Website wording approved

Flyer needs some minor formatting changes

7. Patient Survey

It was agreed that a survey should be carried out in the practice on Anima. Anima does ask patients for feedback and it was agreed



that the same questions would be used to ensure conformity. CS will determine from the groups availability.

8. Campaign Topics

The group were enthusiastic about undertaking specific campaigns.

Dementia and Breast cancer had been highlighted on the agenda. RB suggested members find campaigns they would like to support and bring them back to the next meeting.

Date of next meeting Monday 4th August 2025

The meeting concluded at 8pm.

Action Log	Review Date
RB will find out how AA can attend ICB wide PPG meeting, and circulate the latest minutes to CS for wider circulation	4th August 2025
LR to contact Tiptree practice to learn more about digital support for patients	4th August 2025
LR to give the group questions from the Anima feedback requests so a survey can be undertaken in practice	2nd June 2025
CS to contact the group with regards to dates for practice survey	2nd June 2025
ALL; bring health campaigns back to the next meeting for discussion and decision	4th August 2025

