



Ambrose Avenue Group Practice Patient Participation Group (PPG) Minutes 10th March 2025

1. Attendees;

RB; Chair RH: Secretary, LR: Practice Representative, CS, KB, AC, RS, TI, MR

2: Apologies;

VW

3: Minutes of January meeting

Approved

Action log; Not discussed due to insufficient time following AGM.

All actions, where appropriate, to be discussed at the meeting on May 12th

4. Matters not arising on the agenda

Not discussed due to insufficient time following AGM

5: Practice update

The Ambrose Avenue site is currently closed, boiler issues have resulted in no hot water or heating. This has put extra pressure on the Tollgate site as clinics etc have had to be transferred from Ambrose. Work is ongoing with the landlord, ICP and Partners to determine next steps.

MR has been asked by a patient if clinical sessions will be permanently stopped at Ambrose. LR responded that this was not the intention and options were being explored to resolve the situation.

The Pharmacy continues to operate from the site.

Anima; Now been operational for approx 6 weeks and the practice continues to adjust the system based on staff/patient feedback.

MR queried whether patients who are unable to use the system for whatever reason were disadvantaged by having to phone the practice at 9am. LR emphasised that this was not the case. Reception staff were able to support patients with completing the forms if they were



notable to do so themselves, also patients can still present at the surgery from 8am for support. Non-urgent cases are now time limited sent a link allowing them to make an appointment between given dates.

TR raised the point that when he has tried to make an appointment the system will default to the next even when the information given to patients imply it should still be 'open'. LR explained that the practice has set an upper limit for the number of patients they can safely triage in one day. In busy times the system may have reached this limit and therefore no further requests could be submitted.

Staff changes; A new partner has now joined the practice and the practice now has the required number of GP hours. Other staff have been recruited to cover vacancies as required.

6. Practice Request for PPG membership documents

RH bought all the signed membership for the 413 members (9 active and 404 virtual members). LR will review to ensure patients are still listed as patients of Ambrose Ave Group Practice and recorded on the system as members of the PPG.

7. Publicity Group report

Not discussed due to insufficient time following AGM deferred to May meeting

8. PPG Communications between meetings

RH had contacted active members to ask if they were happy for their email addresses to be shared with other active members. He had not heard back from all members and therefore asked those members present if they were happy to give consent for this.

KB raised concerns but was assured sharing was only among the active group.

All members present gave their consent for their email addresses to be shared.

Action; VW to be contacted for her consent

9. March Newsletter topic

Not discussed due to insufficient time following AGM



10. GPs resigning at Tollgate Practice

For information only

The meeting closed at 8pm.

Action Log	Review Date
CS asked for all agenda items to be sent by 5th May 2025 to allow for meeting papers to be circulated the Saturday prior to the meetings	12th May 2025
RB will find out how AA group can attend ICH wide PPG meeting, and circulate the latest minutes from the ICB group to RH for circulation to members.	Carried forward; 12th May 2025
TI to contact Tollgate PPG member for contact re possible joint working	Carried forward; 12th May 2025
RH, TI and CS to update notice board and comments box across both sites.	Carried forward; 12th May 2025
RH to contact VW for consent to share emails address with active PPG members	12th May 2025