



## **Ambrose Avenue Group Practice Patient Participation Group (PPG) Minutes 4th August 2025**

### **1. Attendees;**

RB: Chair, CS: Secretary, LR: Practice Representative, MR, RS, GB

### **2. Apologies;**

AC, VW, RH,

### **3. Minutes of the May Meeting;**

**PPG;** Approved

LR has now archived all the old minutes from the website and has uploaded the minutes from [Set 24](#). The PPG wording on the website has also now been updated

### **4; Action Log;**

RB will find out how AA can attend ICB wide PPG meeting: LR had received information from another practice regarding this and had sent to CS who has now registered with the ICB. **Action;** CS to forward link to RB

LR to contact Tiptree practice to learn more about digital support for patients: LR has contacted the company regarding digital

support but to date has not heard back from them. MR commented that she could no longer access System Online however LR reassured the group that this was still available to patients.

LR to give the group questions from the Anima feedback requests so a survey can be undertaken in practice; LR has contacted Anima but not had a response regarding their feedback questions therefore the group will have to devise their own survey. CS asked all members to think of relevant questions regarding Anima use and send them to her by August 18th so a survey can be compiled. GB mentioned that as a new patient she had initially had problems particularly around the two sites and suggested communication for new patients could be improved. CS to add to issues log. LR mentioned that phone calls to the practice have gone up significantly since starting using Anima. The reason for this was unclear but other practices have noted a similar effect. CS suggested this was something that could be investigated via the survey.

ALL; bring health campaigns back to the next meeting for discussion and decision: AC had suggested diabetes as a topic. LR suggested this may be something the specialist diabetes nurse could support with, she works on Tuesday, Wednesdays and Thursday so event could be organised around this..



## 5. Membership

The recent recruitment morning at the practice had resulted in three new members (one active and two virtual)

TI after a number of years has ceased to be an active member but will continue as a virtual member.

## 6. Practice Update;

There have been a few staff changes over the past few months. MR asked if any information regarding reasons for leaving could be ascertained from exit interviews. LR commented that exit interviews were not compulsory but were used.

Flu vaccinations are likely to be the first two Saturdays in October. The group will support the practice with this.

**Action;** LR to finalise dates with the group and CS will send out information and ask for recruits.

## 7. Updated Terms of Reference and Constitution

The partners had agreed to the new documents

**Action;** LR will now ask them to sign the documents.

## 8. Patient Survey

See above comments in section 4



## 9. Campaign Topics

Breast cancer awareness month is in October and it was agreed the group would undertake some event in the practice to highlight this. It was agreed that this would take place in w/c 27th October. CS mentioned support material may not be available until nearer the time but will monitor and update the group accordingly.

## 10. Any other business

GP attendance at meetings. The group felt this did not need to be every meeting but there were topics where GP attendance would be useful. LR has already mentioned this to the partners and two were happy to attend meetings.

MR mentioned removal of screens to make communication easier for patients. LR commented that this had been looked at but would be very expensive but the practice is looking at other suggestions. The screens made hearing very difficult and MR highlighted an issue with a frail elderly patient-this has been added to the issue log.

MR highlighted the Practice Survey results and asked what the practice were doing to rectify the issues highlighted. LR informed the group that the GPs were very disappointed with the results, the survey was undertaken in January as Anima was being launched and this may have affected the results. RB did note that only 121 surveys were returned which was a tiny percentage of the practice

population and therefore may not be representative of the wider practice population.

**Date of next meeting Monday 22nd September 2025 6.30pm**

The meeting concluded at 8.15pm.

| Action Log                                                                                 | Review Date         |
|--------------------------------------------------------------------------------------------|---------------------|
| CS to forward information to RD regarding ICB PPG meetings                                 | 12th August 2025    |
| ALL members to send questions for Anima survey                                             | 18th August 2025    |
| CS to contact the group with regards to dates for Anima practice survey                    | 18th August 2025    |
| LR to organise signing of new Terms of Reference and Constitution by the practice          | 22nd September 2025 |
| LR to finalise dates with the group and CS will send out information and ask for recruits. | 22nd September 2025 |
| CS to circulate information regarding Breast Cancer campaign                               | 22nd September 2025 |