



## **Ambrose Avenue Group Practice Patient Participation Group (PPG) Minutes 24th November 2025**

### **1. Attendees;**

RB; Chair CS: Secretary, AB: Practice Manager LR: Practice Representative, MR: Deputy Chair, RS, AC, KP, Dr AA, Dr AS

### **2. Apologies;**

KB VW, RH

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

Approved following correction of a typographical error in section 6.

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

Outstanding actions

Community Notice Boards;

- Starbucks and Costa KP to make enquiries
- Libraries; Prettygate AC to make enquiries, Stanway MR to make enquiries



## **5. Incident Log**

This was discussed with Dr AA and will be taken to practice meeting and any feedback brought back to the group.

## **6. Practice Update;**

Dr AV had spoken to the group prior to the meeting starting and thanked them for their support

Dr AA discussed Anima and the benefits to the practice including;

- Positive patient feedback with regards to response times, generally within 24hrs which is better than the target response times
- Demand monitoring
- Workload management as the bottlenecks that used to occur can now be avoided

The Anima system is NHSE recommended and the practice cannot adapt this. They can make suggestions for adaptations



to content but there is no guarantee that these will be accepted.

RS raised concerns that patients were under the impression that the only way to make an appointment was through Anima, Dr AA assured the group this was not the case and patients could still make an appointment by phone or via the reception desk.

**Action;** Practice will ensure all staff are aware that appointments can be made in person or by telephone.

Currently approximately 9,000 patients are registered to use Anima and Dr AS asked if the group could help support registration of patients. AB suggested any work is done at both sites as clinics are now held at Ambrose too and the demographics of the two sites is different.

**Action;** Group will look into supporting registration of patients onto Anima. This could potentially happen at the same time as the PPG practice survey.

PPG raised concerns that members have been made aware of and these were addressed, these included



Issues log, this has been developed to monitor trends rather than individual issues. Dr AA agreed to discussing this at their meetings and to feedback as necessary

- Use of AI in consultations, the group felt that this could be communicated better to patients as none of the group had been aware of this before having it pointed out to them. It was suggested that information could be added to the screen in the waiting room as this is more visible to patients. It was also suggested the screen could be used more proactively to advise patients of delays to appointments times.

**Action;** Practice will look into putting information about AI onto practice screen

The GPs did respond to three queries from the group around diabetic appointments, callback and confidentiality, all of which have been included on the issues log.

**Action;** Practice will look at possibly removing one screen of glass at Tollgate reception.



Practice will look at possibly removing one screen of glass at Tollgate reception.

Feedback was given to the practice from volunteers support the flu clinics

**Date of next meeting Monday 19th January 2026 6.00pm**

Action Log	Review Date
Practice will remind staff that appointments can be made in person and over the phone	19th January 26
Group will look into supporting patients with Anima registration	19th January 26
Practice will look into using the screens in the practice to inform patients on use of AI and updates as required	19th January 26
Practice will look into removing one glass screen at Tollgate reception	19th January 26