



Ambrose Avenue Group Practice Patient Participation Group (PPG) Minutes 10th August 2026

1. Attendees;

Active Members; MR; Chair, CS; Secretary, JC Practice
Manager, LR: Practice Representative, Dr AV; GP, RH, RS,

Virtual members; TI;

Guests; LS

2. Apologies;

GB, SH; Social Prescriber

3. Practice Update

The group requested information regarding the recent FB messages around staff shortages. JC explained that there had been staff sickness mainly involving the Health Care Assistants (HCA). Whilst professional staff can be replaced by contacting locum agencies this is not the case for HCAs. JC had



contacted agencies and other practices to see if they could help but unfortunately this was not possible.

Dr AV informed the group that a new partner had joined the practice and a long term locum has now joined the practice on a permanent basis as a salaried GP. With the arrival of the new GPs the practice will not need to rely on locums which will have a positive impact on patient care.

MR suggested this is put on the practice FB page to inform patients of the changes.

Dr AV informed the group that patient care relies on other appropriately trained health professionals to support the management of long term conditions, allowing the GPs to focus on the cases which specifically need GP input. Dr AV explained that Anima is only open for patients to make requests during surgery hours so patients are unable to make requests at weekends. Mondays are therefore particularly busy, the limit for requests is 90 so once this number has been reached Anima will close to new requests and open again when requests are back to a safe level.



RS asked about the role of care navigators, JC explained that some reception staff had received specialist training so they could direct patients to the most appropriate service which may not be a GP, of example pharmacy first, physiotherapy, moles clinic or minor eye clinics. LS asked how this would work and the group was informed this was a tool which would be used by reception staff. LR mentioned that she and SH had reorganised the information boards at Ambrose into specific areas to make it easier for patients. They are planning to do a similar thing at Tollgate.

A discussion was held about the need to communicate this information to patients so they can understand why they may not be seeing a GP.

The pop up event held in the foyer on the 15th July was a great success, unfortunately no PPG members attended however it is hoped the event will be repeated and the PPG will support.



4; New Practice Manager Introduction

JC introduced herself to the group and outlined her career and experience to date.

Timing of meetings was discussed as Mondays is the busiest day for the practice. The group agreed meeting dates could be held on an alternative day, maybe rotating days.

The group discussed issues around recruitment particularly younger members. Refreshing of posters and use of social media was suggested.

Action; CS to review

CS asked if there had been any communication from the Essex ICB around PPG engagement. JC advised that she did have an email address which she would pass on.

Action; JC to send CS email address of ICB contact

5. Minutes of March AGM and Meeting

Both approved with amendment of typographical errors.



6. Action Log

Impact of advice and guidance on workload; LR had queried this with GPs and the consensus was that workload was not increased as they had already been using the system for a while however sometimes the response from secondary care was slow.

CPR Training CS investigated further but despite being offered by the ICB at the time it was not available to Essex practices.

Induction Loop LR has checked and this is functioning as it should

Blood Test Talk No questions had been submitted so the group were again asked to do this.

Action; All send questions regarding blood test talk

BP monitor loan poster not up at Tollgate LR is in process of reorganising information so will ensure this is done

Action; LR to put poster up at Tollgate



7. Dates for Flu and Self Care Week

Flu and Covid clinics will be held on 3rd and 10th October. MR, RH, RS and TI volunteered for the first date.

MR asked if the practice had sufficient vaccinators as both Covid and Flu were being offered. JC mentioned legislation had been changed and only registered HCP could take verbal consent which limited the use of HCAs as vaccinators as they are not registered.

Action; CS to email members asking for volunteers for the 10th

Self care week is 16th-22nd Nov. CS suggested the PPG attends the practice on three of the days and requested members save any boxes of over the counter medicines they may have for a 'Medicine Cabinet'.

RH has a trifold display board which he can lend the group for this event.

Action; All to save over the counter medicine cartons for use at this event



A discussion was held around childhood imms and the reduced uptake. The reason for this are multifactoral and it was important to understand and address individual circumstances

8. Test Results talk

See Action log above

responses. Ideally this will be undertaken before the next date survey and liaise with group over potential dates

9. AOB

Ear syringing; MR asked if there was anywhere this could be done free of charge - no-one was aware of anywhere

Internet access - MR asked if there was any way for older patients to support costs with the internet. With the cost of living crisis she was aware of patients not being able to afford internet which could limit their access to healthcare

Action; LR to discuss with SH



Patient engagement; the group felt there was a need to update materials so it was more noticeable - see above action under section 4

Patient Survey Results; These are now available but as members had not reviewed it was suggested the discussion is held at the next meeting

Action; CS to add to agenda for the next meeting

10; Dates for next meeting

Tuesday 13th October, timing tbc



Action Log	Review Date
CS to refresh posters etc and look to add to FB	13th Oct 26
JC to send CS email address of ICB contact	13th Oct 26
All send questions regarding blood test talk	1st Oct 26
LR to put BP monitor loan poster up at Tollgate	13th Oct 26
CS to email members asking for volunteers for flu clinic on the 10th October	13th Oct 26
All to save over the counter medicine cartons for use at this event	31st Oct 26
LR to discuss with SH about Internet access for older adults on low income	13th Oct 26
CS to add Practice Survey to the agenda for the next meeting	13th Oct 26