

PPG Minutes of Meeting of 30/05/24

Present: Jill Clarkson, Deidre, Katie, Iris

Apologies: Mel and Dr. Ada

Minutes of last meeting accepted.

1. Matters arising:

Social Prescribing. Jill raised the question of where she is in Harwich, the answer is to contact her through the practice. Library. Iris has actioned this and the Library will be happy to help us and have Sophie (Social Prescriber) present at one of their coffee mornings on any Wednesday. Their email address is manningtree.library@essex.gov.uk ACTION - Katie will contact Sophie and ask her if she can fit a Wednesday morning into her work schedule.

2. News from the Practice:

The new I.T. system is behaving, it is going really well. Medical records can be accessed via the NHS app. There are still a few glitches for that. To access data patients need to find 'Systemonline' or 'Airmid' and some patients find it better. On the first Tuesday of every month, 10.30 - 12.30, the Practice offers IT help (but patients may need to provide a photo ID). There are IT challenges but the new system is better than the old even though staff are still finding their way.

Secretary Sarah left in May. Now all secretaries are based at Colt HQ. The new 'Care Coordinator' for admin (Hannah) will be working 34 hours per week; this is a developing role.

Sophie, our Social Prescriber, is at the Practice Friday afternoons and is available on the phone on Tuesdays.

The Practice is still recruiting for a Mental Health Triage Nurse (band 5) with Ardleigh and Ambrose. Patients can still get help by booking in with a G.P.

3. Iris forgot to bring the key to the 'solutions box' so we will have to wait until the next meeting to check whether anything has been posted.

ACTION - IRIS bring the key next time!

4. QUORUM - we have three patient members today and our quorum is three. We need to recruit, maybe on Facebook (Manningtree Shout Out

etc)' maybe in the 'In Touch' magazine. ACTION - DEIDRE to email 'In Touch' about this (we may need a photo to go with a piece we write).

5. A.O.B. - Jill is concerned about the falling rates of vaccination, can we advertise to encourage people to come forward? No answer to this yet, it is a National (if not International) problem. Waiting times - Deidre asked whether the Practice would list these and publicise it on the notice board. Jill asked about the Practice's recorded message. Jill has found that it cuts off after saying "...no appointments today". It should say "Please hold" and then give other options; does it or not?
-ACTION - KATIE will check the recorded message.

Jill has indicated that she may have to resign as a member of our PPG group, the other members hope this won't be necessary but accepted her wishes. Iris gave notice that she can no longer fulfil the Secretary's role for our PPG due to health issues. Deidre has offered to take on this role (no other member wished to do it) and will be taking the minutes from our next meeting. Iris will continue as Chairperson.

6. NEXT MEETING - MONDAY 22nd JULY 2024 13.00 - 14.00