

TIPTREE MEDICAL CENTRE

PATIENT PARTICIPATION GROUP MINUTES

Location : Tiptree Medical Centre
Date : 12/09/2024
Time : 12.30pm
Chair : Jason Crouch

Attendees:

Group Members: Margaret Chambers, Carol Wastell, Roy Treloar, Karen Dalby, Chris Brazier, Janet Brazier, Christine Pleasance and Viv Talbot.

Surgery Representatives: Jason Crouch, Michaela Bewers, Jessica Avery and Laura Elson – Annette Bloomfield joined later after a meeting.

Welcome and Apologies:

Apologies were received from Annette Bloomfield she will be joining slightly later if she can as she is in a meeting, Michael Bonner, Michelle Olley, Derinda Godden, Carol Backhouse and Caroline Strange.

Introductions:

Formal introductions were made and the meeting welcomed Reception Supervisor, Laura Elson.

Approval of the minutes at the previous meeting:

Minutes had previously been sent to all members of the PPG to be approved before today, all were in agreement of approval of the minutes from previous meeting.

Matters arising from the last meeting:

Group chair & Secretary Ballot –

The PPG members were asked if they had selected these roles within the group, no one has come forward so we will speak about this in the next meeting in more detail.

Sign up forms - No more sign up forms completed or handed in today.

Telephone system – Issues raised at the last meeting by the PPG members regarding the telephone system, we asked them to send us an email to report when they had been cut off so we can look into the time the calls were dropping out. Following the last

meeting we had not received any emails for the telephone system and the general consensus in the room by the PPG members was that the telephone system had been a lot better, the wait times on the phones were a lot better and there were no calls being dropped or cut off.

Items for discussion:

Meet the staff

Laura Elson our Reception Supervisor introduced herself to the PPG members, she spoke about herself and experience and her role here at Tiptree Medical Centre, her responsibilities and what she is hoping to change over the next few months with some of the new changes being implemented here. Laura spoke about the wait time on the phones being reduced to Maximum of 20 minutes now and how Reception roles work with Receptionists working downstairs and Upstairs in the Telephone Room.

Anima –

The PPG members had a lot of questions regarding Anima today, Mainly focusing on around how this would help reduce the telephone queues and how the Surgery would deal with any extra queues in the surgery for people who need extra help to set up their accounts or for queries. PPG were reassured that Jessica and Michaela will be on hand to help and we will be putting in extra measures for the phones and on reception daily. We still have two evening sessions for patients to come into the surgery to learn more about Anima if they wish to do so, we spoke about the times Anima would be available and how much this will benefit patients that cannot call at 8am. Mr Treloar expressed concerns about patients using the system, he would like to help set up some sessions if possible for patients, he expressed concerns for those patients who cannot use the internet easily.

NHS App –

We discussed today about the funding we have received for the NHS app and how we would like to use or potentially spend the money, Jessica spoke about the possibility of Digital Drop In sessions that we could possibly do for patients, it would be a session where we help patients to go through the NHS App. Vivienne Talbot and Christine Pleasance, both of whom volunteer at The Community Hub said they could also help do some promotion for NHS App and Anima for the surgery at The Hub. Jessica will liaise with Vivian and Christine to organise this. We expressed our thanks to the PPG for all the help and support with Anima.

Flu Campaign –

The Flu Campaign is now well underway, we have a Saturday clinic on the 5th October 2024 with booked slots to make it easier for our nursing staff this year, we are also adding more clinics each week, the uptake on clinics has been very good and they are getting booked very quickly after being added onto the system.

RSV –

We have started our RSV campaign however as we have our Flu campaign coming up we will be continuing the RSV campaign after the end of the Flu campaign is done. RSV stands for Respiratory Syncytial Virus and causes infection of the Lungs and Respiratory Tract. The Vaccination is offered to Pregnant ladies who are at least 28 weeks pregnant and the Elderly aged over 75 years old.

PPG members asked if we were offering covid Vaccinations this year, we are not offering this service this year, patients are asked to call 119 or to book online for this service.

New staff –

We have some new team members starting over the next few weeks or that have already joined us:

- Dr Lanlin Liu (GP)
- Connie Wiggins (Apprentice Receptionist)
- Marie Elms (Practice nurse)
- Aimee Ingram (Advanced Nurse Practitioner)
- Alys Egan (Receptionist/Administrator)
- Simone Cooke (Clinical Pharmacist)

Any other Business

Reception will be having a new TV and call board installed.

Date of Next Meeting: Monday 9th September 2024 at 12:30pm