

## Abbey Field Medical Centre

Patient Group Minutes - Thursday 2 August 2018 @ 6.30pm

### **Attendees**

Nicky Young (Practice Manager), Elizabeth Bezzant, Merle Johnson, Vi Haddow, Barbara Breadman and Philip Lee.

### **Apologies**

Christine Law & Steve McDonough

### **Minutes**

The minutes from the previous meeting were agreed.

### **Practice Update**

Doctors : Dr Darsh did return to work and then unfortunately a relative died and he had to go to Sri Lanka. At this point we are uncertain when he will return to work. This is off course impacting on the number of appointments we are able to provide.

Nurse Practitioners: Debbie Olver and Katie Guerra should be fully qualified NP by October/November 2018 - they will then be able to provide some additional "on the day appointments". The Practice are training Louise Chalmers to be a Practice Nurse and provide the additional nursing appointments we will then need.

### **General Update**

Generally it is felt that a year on Hawthorn are now fully embedded in Abbey Field Medical Centre - with everyone operating to the same processes etc. As with every merge this always takes a while.

### **New Telephone System**

Currently still awaiting this - very frustrating - we are chasing on a weekly basis.

However the N3 upgrade was finally completed on the 6 August 2018 which should mean faster systems - from which everyone will benefit.

### **Car Parking**

There is currently confusion as the Mercury have painted their car parking spaces in blue and labelled them "Abbey Field Centre Car Parking" - Nicky has explained to the Mercury that most patients assume this is car parking for the Abbey Field Medical Centre.

Dave Harris has arranged for 6 members of staff to be able to park at Foxburrow - this eases the pressure a little.

The issue regarding the play park (adjacent to the Mercury building) and whether it can be used for car parking continues.

### **Flu Day**

Ideally all patients should come to the Practice for their flu vaccinations - we have ordered in sufficient flu vaccinations etc. Text messages/letters will be sent to all eligible patients shortly.

This year there are 3 sorts of vaccines; nasal for those up to 18, another one for 19 - 64 years old and yet another for those age 65+. There is only one supplier for the vaccines for people 65+ therefore the delivery for this will be spread over 3 dates between the end of September and mid/end of November. Hence this year we will probably do mostly pre-bookable flu appointments rather than having one big day on which everyone turns up.

### **Frequent Flyers**

The Practice has been given a small amount of funding to look at patients who attend the Practice most frequently. We have not started on this piece of work yet but we are hoping by taking a multi-disciplinary approach we will be able to reduce the numbers of these patients.

### **Paper Care Navigation : Provide**

The Care Navigation approach to managing calls appears to be going well. Heather the new Nurse Practitioner can also see patients with mental health issues and this is proving a big success. The MSK appointments are always fully booked. From this month we are also going to be able to offer patients appointments for "lifestyle advice" with Provide. We do not anticipate many patients will be directly triaged into this service but when, for example, a diabetic patient needs advice on diet etc. they will be offered an appointment in these clinics.

### **Small Building : Administration Hub**

The application for turning the small building into an Administration Hub has passed the first round of reviews. This will be a joint project with COLTE (a collection of practices across NEE). We have now engaged architects to collate the information; plans, tenders etc, for the second round of reviews - this is quite a lengthy process but if we are successful it will also mean; we are to create some further clinical rooms within the Abbey Fields building and we should be able to create some further car parking in the "garden area" between the Abbey Field and Portland Road buildings.

### **Essex Sensory Network**

Philip will provide some posters/information regarding this. The group currently meet every third Wednesdays at the Friends Meeting House. The purpose of the meetings is to provide; peer support and friendship.

Nicky stated that if the network were able to pay for the postage the Practice could send out information to the group of patients this would be of relevance to.

### **North East Essex Patient Group**

Vi highlighted that we do not currently have a representative on this.

Action Point : Vi to volunteer - thankyou.

### **NHS 70**

The Practice celebrated this by; dressing up in 1940 clothes, providing scones and cream for teams at all 3 sites, and cycling 70 miles on exercise bikes to raise money for the Special Care Baby Unit (SCBU) in Colchester.

It was a special day - fantastic atmosphere - a good "thank you" for all the team.

**Thank you everyone for coming - Date of Next Meetings:**

Thursday 8 February 2018

Thursday 17 May 2018

Thursday 2 August 2018

Thursday 4 October 2018

Thursday 6 December 2018