

Abbey Field Medical Centre

Patient Group Minutes – Tuesday 7 November @ 9.30am

Attendees : Nicky Young & Vivien Teague

Apologies : Vi Haddow, Richard Iddon & Steven McDonough

Minutes of previous meeting were agreed.

Meetings : The timings of the meetings was discussed again. There is no perfect time for the meeting. However, the group that met agreed that we would meet during the day in the winter months and in the evening in the summer months; thus trying to accommodate as many people as possible. **This note will remain in the minutes so we do not forget what was agreed.**

Doctors : Dr Stubbings started in October. Dr Palak is returning from maternity leave next year.

Nursing Team : We now have a very strong nursing team. Nurse Practitioners; Lesley, Barry, Becky, Michelle, Lianne and Sarah. Nurses; Effie, Linda, Hollie, Lauren and Nicole and HCA; Ella, Amanda, Linda and Lauren.

Administration & Reception : We are currently looking for a new Receptionist.

List Size : Our list size is now 21241. All new Registrations should now be made via our on line portal which has reduced down some of the work. (We will still accept manual Registrations if people are unable to access the portal. The new portal automatically rejects applications from outside the practice boundary area.

Garden : The garden project under the management of Abberton Rural Training (ART) & C360 continues to grow with more and more volunteers joining. Update from Richard “ART have 18 volunteers, students and staff on Mondays (if all attend). Progress is being made with the front area made by C360 – raised bed have been installed. Weeds have been removed from between the paving slabs making the area look much smarter. The vegetable beds are being planted with strawberries and various winter vegetables.”. Thank you to everyone who is part of this project.

Heart of Greenstead : The PAG were in favour of the move to the new location recognising the opportunities it presents for patients. However, they did seek reassurance that data protection issues would not impinge on people visiting the surgery. They were also very keen that there was still good car parking facilities at the new site as there are at the present site.

On Line Consultations : The “Contact Us On Line” button has now been made more prominent on our web site:-

<https://www.abbeyfieldmedicalcentre.co.uk/>

The phone lines promote this method of contacting the practice for non-emergency appointments. If all the appointments for the day are gone patients are also directed to the web site.

All the messages received via Contact Us On Line are triaged in the normal way. In many instances a clinician can respond back to a patient without any need to speak to them – this is proving an extremely efficient way of managing appointments. If a clinician does need to review a patient they are given an appointment

Car Park : The pressure on the car park is increasing. The C3 church are going to chain of their section of the carpark. This approach is understandable as their team have been blocked in on numerous occasions by our patients and our patients have also been rude/abusive when asked to move. We are reviewing our travel plan to see if anything can be done, but suggestions, such as asking staff to pay to park, would not work.

Inclisiran : This is a relatively new injection which will be offered to patients, who meet the criteria, to help lower their cholesterol. Patients who move over to this will need injections at 0 months, 3 months, 6 months and then every 6 months.

Flu/COVID : These clinics will commence shortly. There will be some on Saturdays.

Meeting Ended 0730 pm