

Abbey Field Medical Centre

Patient Group Minutes – Tuesday 17 September 2024 @ 12.00

Attendees : Nicky Young, Michael Campbell, Vi Haddow, Ann Dow, Hazel Law, Vi Teague, Ian Grimsey, Mary Mills, Pamela Clayton, Jean Smith

Apologies : Richard Iddon, Steven McDonough

Minutes of previous meeting were agreed.

Meetings : At the September meeting there was an excellent turn out – with all 3 sites, Abbey Field, Elmstead Market and Hawthorn represented.

Doctors : No changes to report

Nursing Team : No changes to report

Dispensary : Tracey Sestack, from the Dispensary Team, is looking to retire at Christmas. Tracey has provided over 25 years service and therefore will be a huge loss. Sarah has joined the time and we are hoping that she will be trained before Tracey leaves.

Administration and Reception : Eve has joined the Audit Team, Tracey H and Grace have joined Reception.

List Size : Our list size continues to grow it is now 21831.

CQC : I am pleased to report that we received the report this week and we are good on all 4 areas we were measured against; Safe, Effective, Responsive, Well-led. The team worked really hard to achieve this so full credit to everyone. We are also very grateful to the Patient Group for all your support and this truly does help. Thank you.

New appointment system : As discussed from the 1 October 2024 patients requiring a doctors appointment will need to complete the ACCURX form on the web site.

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

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

If patients are unable to access this for any reason they can phone/call in and the Receptionist will complete it for them. The duty doctor will triage all the forms and decide whether the patient needs an appointment on the day, in the next couple of days or in the next week. The duty doctor may decide that they can respond directly to the patient and there is no need for an appointment. Patients who queue up before the surgery opens will also be required to complete a form. We are really hoping this provides better equality of access. The new system will be under constant review.

Garden : The garden project, under the management of Abberton Rural Training, continues to thrive. This summer an outside tea point was put in for the betterment of everyone at Abbey Field Medical Centre.

Heart of Greenstead : After this Friday 20/09/24 we should know if there will be funding to develop the whole of the downstairs of the Greenstead site.

Social Prescribing : Becky Chapman is our Social Prescriber. She currently works for us Tuesday and Wednesday. Becky helps people when they are at the crossroads of life e.g. new baby, had a fall, end of life, bereaved etc. Becky can provide the extra support needed at these times. Becky also provides a weight management service – many social concerns are raised when discussing weight management.

Long Term Conditions : Every patient with a long term condition, as part of their annual review, will also be offered an appointment with the Health Coach.

Pharmacy : The Pharmacy at Abbey Fields is being extended – hopefully it will be finished by October .

Meeting Ended 1300