

**Abbey Field Medical Centre**

**Patient Group Minutes – Tuesday 14 January 2025 @ 12.00**

Nicky Contact Details. Email : [nickyyoung@nhs.net](mailto:nickyyoung@nhs.net). Phone : 01206 517106

Attendees : Nicky Young, Steven McDonough, Ian Grimsey, Hazel Law, Vi Tague, Mary Mills, Pamela Clayton, Bob Bowman

Apologies : Richard Iddon, Michael Campbell

Nicky agreed to put her email and direct dial phone number on the minutes so people could let her know if they were unable to attend the meeting/raise any other issues with her.

Doctors : No changes to report

Nursing Team : No changes to report

Dispensary : Tracey Sestack, from the Dispensary Team, retired at the end of December. Tracey had been with us over 25 years and knew all the Elmstead Patients – she will be truly missed but we wish her well in her retirement. Sarah has joined the team and already passed her Dispensary Course so the Dispensary is fully covered.

Administration and Reception : We have had a couple of people leave the Administration Team. When people leave we always ask people if they would like to change roles – this has resulted in a couple of vacancies in Reception which we have already filled.

List Size : Our list size continues to grow it is now 21929

Out of Area Patients : We have over 1700 patients registered out of area. This would have come about for various reasons but mainly because people would have been undergoing treatment when they moved out of area. At the time we would have allowed them to stay until their treatment was complete but have never removed them.

This is now causing the Practice a logistical problem and with so many out of area patients the doctors cannot cover the home visits – they simply cannot cover the distances in the time they have allocated between morning and afternoon surgeries.

We have therefore written to all our patients who are out of area either asking them to register closer to home or asking them to register for no home visits.

Rather than send out letters, which would have been extremely expensive, we sent out text to everyone impacted. Unfortunately, we are limited by the number of characters we can use in a text and therefore, I admit, the text was not as informative as we would have liked.

There have been a few complaints but most patients have been understanding of the situation.

DNA : At the meeting someone queried our approach to missed (did not attend) appointments. Every patient is sent a letter if they miss an appointment. If they miss three appointments they are asked to register at another practice. This is a standard approach which most Practices adopt. If a patient is encountering difficulties leniency is normally applied and they are allowed to stay unless they continue to miss appointments. The demand for appointments is so great we have to manage missed appointments.

New appointment system : The new appointment system has been working since October. You can request appointments on line from 0630 to 1830 Monday to Friday. And from 1830 Sunday.

Refugees : We have just heard that there will be 46 house of multiple occupancy for refugees on Greenstead. We are working with the ICB to try and ensure all their needs are met.

Garden : The garden project, under the management of Abberton Rural Training, continues to thrive. They are planning on growing plants which the public can buy – all proceeds gong towards the garden project.

Heart of Greenstead : There are currently plans to develop and expand the whole downstairs of the Greenstead Practice – effectively doubling it in size. Hopefully there will be some good news on this very soon.

Fraud : On the 27 February 2025 there will be an educational day alerting people to the risks of fraud.

-----Meeting ended 1315-----