

Abbey Field Medical Centre

Patient Group Minutes – Tuesday 15 April 2025 @ 12.00

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Attendees : Nicky Young, Elizabeth Bezzant, Vivien Teague, Mary Mills, Robert Bowman, Michael Vass.

Apologies : Richard Iddon, Ian Grimsey, Pam Clayton, Michael Campbell, Steven Mcdonough

Minutes : The minutes from last meeting were agreed

Abbey Field : As previously reported we are concerned that Abberton Rural Training may not be able to support the gardening project for much longer – we would welcome any support or any ideas as to what we can do/other teams who may be able to support this project. Richard Iddon and the team have been phenomenal – they are building a labyrinth in the garden as well as undertaking all the maintenance. A labyrinth is good for mindfulness and we are hoping that it will help patients and the team.

Elmstead : We have introduced a new dispensing system called Titan – this should not impact patients but should help increase safety and efficiency.

Greenstead : The building work will commence at the end of May on developing the new consultation rooms. The work should be completed by the middle of August. There have been several public consultation events but the interest has been minimal. This development should be really positive for the patient population enabling us to host more services at Greenstead.

Tollgate : Thank you to Michael Vass for joining the meeting. On the 12 March 2025 Abbey Field formally became caretakers of Tollgate Practice. Michael is the Secretary of the Tollgate Patient Group and updated the meeting on the current position of Tollgate Practice.

Abbey Field were given approximately 1.5 weeks to bid to be the caretakers of Tollgate, along with two other Practices, so everything moved very fast. Once we knew our bid was successful, we have minimal time to mobilise so everyone has been extremely busy. We have been awarded the contract for “1 + 1 years”.

The teams at both Abbey Field and Tollgate are working really hard to stabilise the practice and put in the necessary processes and controls. Tollgate have a small but strong team – with excellent Doctors, Nursing Team, Reception and Administration – however, we need to employ at all levels to ensure the team can manage the volume of work.

Accurx call triage (the same as we have at Abbey Field) will also be introduced by the 6 May 2025.

Recruitment : Due to taking on Tollgate we are recruiting to all the teams. As always we will encourage people to work across all sites so that we do not end up with a

“Tollgate Team” rather we have 1 team of people who work across all sites. We believe this improves teamwork, builds better business continuity and resilience.

List Size : Our list size has reduced slightly to 21834 – this is probably due to addressing the Out of Area pt issue.

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.

Refugees : We have just heard that there will be 46 house of multiple occupancy for refugees on Greenstead. We have run one clinic specifically for refugees and are working with RAMA to develop future plans.

HEPC Project : We are working with the team who have been set up to “eliminate HEP C” – during June/July they will be running clinics to identify and treat pt who may be at risk of HEP C.

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