

THE TOLLGATE PRACTICE

PATIENT PARTICIPATION GROUP

MINUTES OF MEETING HELD ON MONDAY 14th MARCH 2022 AT 1.00PM

ATTENDEES

Surgery Staff : Annette Bloomfield (AB) Jason Crouch (JC) Caroline Clark-Long (CCL)

Patient Members: David Mills (DM) Michael Vass (MV) Christopher Dowsett (CD) Lorraine Feakes (LF) Rosemary James (RJ) Peter Walker (PW) Angela Young (AY)

- 1. Welcome & Apologies** AB welcomed and thanked everyone for attending.
- 2. Minutes of the last meeting** - AB apologised that due to a misunderstanding the minutes of the last meeting held on 26th November 2021 were not available.
- 3. Practice News**
 - a)** CQC report - would be published shortly and recorded encouraging progress. Another brief inspection likely in approx. six months to clear outstanding issues mainly related to old NHS surveys.
 - b)** Covid Clinics – AB thanked all members who had provided assistance. The NHS had decided that the next round of injections would be handled by Chemists and Major Hubs but the Practice might become involved later in the year.
 - c)** Missed Appointments – 156 in February. General frustration expressed. AB, JC and CCL explained the action being taken to tackle the problem but legal constraints restricted their response.
 - d)** Over 75s - AB explained how the Practice was trying to support this group by making contact with anyone they thought might need assistance.
 - e)** Foodbank – the Surgery was now accepting donations for the Colchester Food Bank and was providing direct help in some cases.
- 4. PPG Chair & Secretary** - AB explained that the PPG needed to appoint a Chair and Secretary and become more responsible for running and organising the Group. AY “kindly” suggested that MV and DM might like to volunteer. In the absence of any other offers it was agreed that DM would act as Chair and MV as Secretary.
- 5. Patient Survey** - AB asked if anyone would be willing to visit the surgery to conduct patient surveys starting on the 11th March 2022. Several members offered to help and it was agreed that they would contact the surgery to agree dates and times.
- 6. General Discussion** - There was a wide ranging discussion with the main topics covering staffing matters including the number of doctors working in the practice, the need to define objectives for the PPG, possible funding raising for the defined surgery projects and /or equipment, general housekeeping and support for young carers.
- 7. AOB** - AB informed the meeting that the Practice had moved into the East Hill and Abbey Field Primary Care Network.
- 8. Date of Next Meeting** – Agreed this would be on Friday 29th April at 1.00pm.

Meeting closed at 2.15pm.