

# THE TOLLGATE PRACTICE

## PATIENT PARTICIPATION GROUP

MINUTES OF MEETING HELD ON FRIDAY 24th JUNE 2022 AT 1.00PM

### ATTENDEES

Surgery Staff: Annette Bloomfield (AB) Paul Kusel -Baum (PKB)

Patient Members: David Mills (DM) Michael Vass (MV) Christopher Dowsett (CD) Rosemary James (RJ) Adrian Rowley (AR) Keith Tucker (KT) Peter Walker (PW) Angela Young (AY) Pamela Hurcomb (PH)

1. **Welcome & Apologies.** DM welcomed everyone to the meeting. Apologies for absence received from Lorraine Feakes and Susan Spice.
2. **Minutes of the last meeting** held on the 29<sup>th</sup> April
3. 2022 were unanimously approved.
4. **Matters Arising.** Members were reminded that the Surgery needed their signed confidentiality agreements (if they had not already been submitted). MV agreed to circulate copies of the agreements to all members when he issued today's minutes.
5. **Social Prescribing.** DM and AB confirmed that when the vacancy for this position was filled the Group would be given a presentation on the scope of this role.
6. **Bereavement.** KT explained that he had requested this agenda item following the death of his wife earlier this year. After outlining his experience of trying to access support he questioned if better help could be made available. After the Group expressed condolences, various members suggested several organisations that offered direct or indirect help for the bereaved.  
The suggestions included the services of the St Helena Hospice Bereavement Counsellor (Ian Downton), making use of the Colchester "360 Community" and DM explained how the "Stanway u3a Charity" organised many activities all of which might be helpful for those suffering from loneliness and loss.
7. **Practice News**
  - a) **Building Extension.** AB reported that good progress was being made with plans and funding for an extension which would provide an extra 4/5 staff and treatment rooms. In addition, "The Tollgate Clinic" have been given notice and their rooms will become available in December. All of this will help cope with the rapidly growing practice which now has over 8800 patients.
  - b) **Garden.** In the short-term action is being taken to trim the current growth. Longer term the horticulturist has now submitted a report and it is hoped that the new proposals simplify upkeep and also improve wheelchair access.
  - c) **Staff.** AB updated the Group on recent and pending staff additions. A Physiotherapist (Daniel Watson) had joined the staff together with two Pharmacists (Simone & Katherine), and a Care Coordinator (Jackie). In addition, two new admin staff and an extra receptionist would be joining in July.
  - d) **Reception** The Group expressed its appreciation for the improvements that have been made in Reception with very helpful and courteous staff. AB and PKB

explained how sometimes the reception team had to deal with very difficult individuals.

- e) **Patient Survey Results.** AB summarised the main findings of the recent “patient surveys”. The patient satisfaction levels had improved in all the key areas. In particular there was a big improvement in patients being able to contact the surgery. However, despite the notices in the waiting room, only 25% of patients were aware of the Patient Participating Group.
  - f) **Flu Clinic.** Post the meeting AB confirmed that the first flu clinic would be held on 24<sup>th</sup> September and any offers of help from PPG members would be gratefully received.
  - g) **Covid Jabs.** RJ asked if the surgery knew of any plans for a further Covid Jab in the coming autumn/winter. AB responded that they had no news at present.
8. **AOB – Blood Pressure Monitors.** CD enquired if the surgery would be interested in taking a number of blood pressure monitors that he had acquired. AB indicated that the surgery would be pleased to take them.
9. **Date of Next Meeting(s)** – Agreed that the next two meetings would be on Friday 28<sup>th</sup> October at 1.00pm and 27<sup>th</sup> January 2023 at 1.00pm.

Meeting closed at 2.00pm.