**Abridge Surgery PPG Meeting**

**Thursday 18th April 2024 1pm**

**Abridge Cricket Club**

**Dr. D Colvin – Dr. B Isinkaye**

**37 Ongar Road**

**Abridge**

**RM4 1UH**

**Tel NO: 01992 812 961**

**Representing Surgery:** Monika Smith, Loraine Oliver

**Members:** Janette Dear, Susan Parish, Tina Marns, Greg Hill, Pamela Halawi

**Apologies:** None

**Minutes of Last meeting:** Not given out

**Surgery updates:**

* Appointments – the surgery is thinking of changing appointments system having 8am calls for emergencies and the 2pm calls for appointments will become pre-bookable (2 weeks in advance) only – the group felt this would not in the best interest of the patients. More information on this to follow
* Monika asked if we could think up ways of raising awareness of what people think is an emergency – and signposting patients to pharmacist, walking clinic, 111 etc

Monika to look at posters online after Tina said these was available

* Contact your doctor online (eConsult) – consult your doctor online and get help by the end of the next working day or sooner. This can be found on the surgery website
* Please see Website for all information about the surgery and the services that are available [www.abridgesurgery.co.uk](http://www.abridgesurgery.co.uk)
* Nurse appointments can be book in advance
* Blood Test – are bookable through the Swift system. If doctor needs an emergency blood test you will be given paperwork which you take straight to hospital and you will be seen without a booking appointment
* On Wednesday pm when surgery is closed there is a recorded message with telephone no’s of out of surgery provisions
* Four people have unfortunately been removed from surgery books due to unreasonable behaviour to staff
* Update on sink – Monika is still waiting for updates from building management. When the room is complete there will be a new partner joining the practice
* Receptionist Angela has now retired, we wish her well in her retirement

**Date of next meeting:** **Thursday 18th at 12 noon in the Village Hall**