**Abridge Surgery PPG Meeting**

**Thursday 18th July 2024**

**Abridge Village Hall**

**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, Gregg Hill, Pam Hallawi, Alison Middleton, Barbara Admonson, Ray Russell, Sue Parish

**Apologies:** Tina Marns

**Minutes of Last meeting:** Send out by email

**Surgery updates:**

* Sink has now been fitted, however, there is now hole in the wall due to a leak from the tank- being dealt with
* The surgery is interviewing for a new Doctor
* There is now a lady doctor in surgery on a Thursday evening
* We have installed a new fridge to store vaccine’s
* Respiratory Syncytial Virus (RSV) this vaccine will be available from the 1st of September the surgery will offer those eligible an appointment or you can call the surgery to make an appointment with the nurse
* Shingles vaccine - you will be called when eligible
* Flu vaccines are starting soon, patient’s will be notified when roll out begins
* We have a new member of staff, a Physician who deals with pain relief for referrals etc
* A new member of staff has been taken on for Readcoder and Summarizer to deal with sending out medical changes and appointments
* Isabella is our new reception to cover holidays, sickness etc
* Charlotte one of our nurses has moved to paster new, we wish her well in her new role. Unfortunately, she has not been replaced as no one is able / willing to do one day a week **(now replaced** after meeting**)**

**Chemist**

* A few complaints about Theydon Bois pharmacy have been made. Recently there has been a change in ownership it is hoped that this will be rectify ASAP
* Icon pharmacy in Manford Way Chigwell, do delivers of prescriptions
* Bluedew pharmacy in Walthamstow to take the surgery on as they deliver next day
* We would like to arrange for representatives from the chemists to attend our meeting to discuss their services
* Dial a ride – Epping and Harlow Community Transport. Unlike conventional bus, you need to first register as a customer. You need to book your seat on a journey at least 1 day in advance of travel. They will however not wait for you, you can book a return journey at the time of booking

Tele no: 01992 579 556

Concessionary bus passes will be accepted (after 09.00 Monday to Friday and all-day Saturday)

**Telephone System update**

* We are hoping to update our system to operate a call back option where you don’t wait in the queue, (you will not lose your turn) we will call you back when it’s your turn
* When you call in at present there is 4 phone lines with fourteen queue spaces on each phone
* There are 20 doctor’s appointments each day per doctor. 3 are pre-bookable and 17 are for on the day bookings. No pre-bookable appointments are available on Mondays. The surgery has to leave a couple of spaces for 111 calls to make sure we can accommodate these
* The surgery is asking patients to seek advice from chemist first and then, if necessary, a walk-in centre if we are at capacity.
* Booking blood test online can be two to three weeks wait, however, if the doctors feel you need an urgent test you will be advised to go to St Margarets where you will seen without an appointment
* The surgery is considering putting updates on the Community Village page on social media, as it is felt that the younger generation do not read the link

**Date of next meeting:**

**Thursday 24th October at 12 noon in the Village Hall**