

Apple Meeting 2025 at 3pm

22nd September

Attending:

Dr Saluja, Practice Managers: Elaine [REDACTED] and Matt [REDACTED], David G, Jackie S, Beryl D, Joanne H, Fiona B, Cllr Sisterson and Cllr Panjala (as intended from 3:30pm)

1. Welcome Dr Saluja welcomed & David chaired the meeting at the surgery.

2. Apologies for absence; none.

3. Minutes of last meeting 7th July 2025 were approved.

4. Matters Arising.

AMC patient navigators are covering all sessions; providing full service to patients.

TV screen in the waiting area should be on everyday with info for patients; turned on by staff person opening up.

Emma the AI receptionist hasn't had significant complaints and seems to be getting better with time. Curious she uses American dates of month then day. Patients receiving calls back promptly to book appointments. Emma to have a chat bot on the AMC website

DNA - do not attends at the surgery in August were *48hours 10mins which equates to 218 wasted appointments, including 6hrs 59mins of Doctor Appointments and 10hrs 45mins Nurse led clinics and 7hrs 25mins Phlebotomist (blood work). note DNA's also includes health check appointments.*

The new text reminders and possibility to text confirm or cancel an appointment is being rolled out to help lessen wasted appointments; please cancel if not need.

Repeat prescriptions have a good turn around and online messages ready to collect.

Parking control enforcement is in place at AMC entrance, where yellow lines have been used for parking restrictions, enabling patients to safely enter and exit the surgery..

Waiting room and reception; the desk is staying in place and is staffed often on both sides to cope with demand.

Minor treatment nurses are at capacity; supplemented by locum nurses and sharing coverage for extended hours in other surgeries, used also by AMC patients. Nurse appointments are high in demand.

5. Recent GP Survey

In the recent NHS annual survey, on which CQC base their findings, from over 13,000 patients only 533 were surveyed of which only 112 completed, representing just 1% of all patients. Not a true reflection of the practice. Oddly, the same people were surveyed, again, despite requests to further the net. Feedback included easy of booking and locations of appointments. Encouraged to improve AMC website; moving pop up to book to the front. AMC do their own regular in-house surveys which have a greater

level of feedback and more useful as a tool to maintain and progress the surgery.

6. Flu/Covid injection programme

Eligible patients starting with care homes, the homebound and over 75's have been invited to attend for their Flu and COVID jabs, they can be given together.

7. Feedback from Drs/ TBC re: recent meeting

Local news said 30 doctors in the area were meeting to improve healthcare in Thurrock. Awaiting outcome.

8. Healthcare contributions

Discussed new housing plans in the area and the 'lob money' to help the local health in the community of a 2k radius of the site....this would be 4 surgeries including AMC ...this would happen during the building phase.

9. Obesity in teenagers

Discussed how Thurrock council are providing services to reduce the obesity rate in the area which is above the national average. They are encouraging feedback with ideas to help in their plan. Children with obesity issues are referred to AMC from their schools; using the 'healthy lifestyle' clinic. Idea for Thurrock council to take an holistic approach and invite GPs in the area to be involve and also, to help working parents and educate about food choices in schools

10. A.O.B.

Discussed the number of staff and how appointments are used at AMC and whether there is enough across the board; including GPs and advanced nurse practitioners. Nationally doctor's surgeries are supposed to get more support but it continues to be hard for Thurrock to hire new doctors; in immediate competition with neighbouring London boroughs with better 'London weighting' rates of pay. AMC does support patients through a variety of appointments including GPs, nurses, physiotherapists, phlebotomist and the 'Additional roles reimbursement scheme' offers more appointments. Dr Ray and Dr Saluja are continuing to support medical supports and expanding their training to do so.

Next meeting Monday 17th November 2025 at 3pm

...note: the self check in machine in the waiting area is now fully operational again.