

**MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP MEETING  
HELD ON THURSDAY 17<sup>th</sup> January 2019  
AT 6.30PM IN THE MITCHELL ROOM, GREAT BENTLEY VILLAGE HALL**

Chaired by Kathy Chilvers  
Present: Charles Brown, Vice Chair/Treasurer  
Surgery Guest Dr S O'Reilly  
+ 12Members

**1. Welcome:**

The Chairman welcomed everyone to this meeting.

**2. Minutes of Last Meeting:**

No points were raised and approval for the minutes of 21<sup>st</sup> November 2018 was given.

**3. Hollies Surgery News Dr O'Reilly**

Dr O'Reilly said there was little to report this month except the DNA figures which were 64 for December.

**4. Report from last meetings of Health Forum and local PPG's meeting by Melvyn Cox**

**October Health Forum – Many different facilities that are currently available to improve health.**

**Walking for Health** – there was a walk at Highwoods on the 19<sup>th</sup> January. This one was for 1 1/2 hours duration and all is asked for is a donation. This walk will be repeated every 2 weeks.

**Lower back pain.** – there is a website for help with this.

**LeisureWorld Health Passport** – For £5 you can have a consultation and there are then various options that you can take advantage of. They are not free but they are quite reasonable when compared with full price activities. Again there is a telephone number to find out more about this. **ACE** are promoting help with muscular skeletal problems and they can help with physiotherapy.

If you are interested in any of these please contact Melvyn for the relevant telephone numbers and web addresses. [Melvyncox141@yahoo.co.uk](mailto:Melvyncox141@yahoo.co.uk)

**Local PPG meeting**

There were discussions about the various travel problems between Clacton and Harwich as the community hospital beds are moving from Clacton to Harwich. The other changes that have been mentioned before in our meetings about the changes to Clacton hospital were also discussed.

**5. NHS News:**

- CPR and Defibrillator training

We in some ways were ahead of the game with our great demonstration of CPR and the use of a defibrillator in our last meeting. There is now going to be some free training (although a donation would be asked for) The training will be on the third Thursday of every month at Exxex Outdoor Centre in Mersea. The training will be hands on and will last for about 90 minutes. Please contact me ([kathychilvers@yahoo.co.uk](mailto:kathychilvers@yahoo.co.uk) or on 079869476334) if you would like further details on how to book.

- Robots working in hospital

5 “virtual workers” are now handling admin-type tasks at Ipswich hospital. These tasks were formerly carried out by medical secretaries. These “robots” monitor the electronic referral system and get together all the necessary documentation. This frees up the secretaries to deal more with patient queries and talk to patients. This will be cascaded out further in time.

## **6. Virtual Members**

We have had no feedback from any of our virtual members and we would definitely like to hear from them so in future will have an item on the agenda for this. Barry will be sending out a separate email to these members to check that they are receiving the minutes and able to open them successfully.

## **7. Any other business**

Following the information that Richard Miller gave us a few months ago about the new screens in the surgery and that they should be able to be customised. Richard has now been able to do this and I am pleased to inform you that there is now on the screen information about our PPG as well as on the noticeboard in the surgery.

Great Bentley surgery website will be having some changes shortly and it is hoped that we will have a speaker at our February meeting to tell and show us more about this. Ideas for further speakers and the type of topics that you would like to see would be welcome.

## **8. Date and time of next meeting**

**Thursday 21<sup>st</sup> February at 6.30 pm**

## Introducing ESNEFT

Dr Shane Gordon  
Director of Strategy, Innovation and Research



The trusts that ran Colchester and Ipswich hospitals  
merged in July this year - on time.

East Suffolk and North Essex NHS Foundation Trust will:



See you at the right  
time



Attract and retain the  
best staff



Provide the latest  
treatments locally

Colchester and Ipswich hospitals continue to offer full A&E and  
maternity services, and 24/7 emergency admissions

## Where we work

Our new organisation has  
over 10,000 staff working  
across the region in hospitals,  
clinics, the community and  
your home

 Halstead  
Community  
Hospital

 Colchester  
General  
Hospital

 Ipswich  
Hospital

 Bluebird  
Lodge

 Felixstowe  
Community  
Hospital

 Harwich  
Community  
Hospital

 Clacton  
Community  
Hospital

 Aldeburgh  
Community  
Hospital

## Our scale

- There are around 140 other NHS trusts in England, and we are now one of the largest
- we are the largest NHS employer in the region
- We employ around 10,000 staff to look after over 750,000 residents

We have six services in the top 20 nationally for the overall number of patients we see. These include;

- for general surgery, we are the third busiest in the country
- for cancer services (oncology), we are sixth
- for orthopaedics, we are 10th in the country.

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## Things we're thinking about

- A lot of NHS thinking is stuck in the last century, perfectly designed around the needs of the people who run it, rather than those who use it
- We need to:
  - modernise the way we provide our services
  - embrace technology
  - learn from what works well elsewhere

## 21<sup>st</sup> century developments



### Transport for London's Oyster electronic ticket

Introduced in 2003, Oyster is the world's most successful transport ticket system.

- Oyster delivers faster journeys for passengers and cost savings for TfL
- Drove use of contactless purchases via smartphones and bank cards
- No staff losses, in fact higher staff and passenger satisfaction.



### Apple smartphone

Apple introduced the concept of an integrated smartphone to the world in 2007.

- Over 1.2bn Iphones have now been sold
- Almost 400 Iphones are sold every minute around the world
- most popular app on an Iphone is Facebook, showing how smartphones have been crucial to connecting people over the past decade.

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## Specialisation in action



### Narayana Hrudayalaya hospital, Bangalore

Narayana Hrudayalaya in Bangalore is the largest heart surgery hospital in the world.

- The 1,000 bed heart hospital performs 35 and 60 heart surgeries a day
- Mortality rates are comparable with or better than those in Britain and the US
- Efficiency is significantly higher with consultants productivity using their time effectively, only doing the most complex part of the operation

# TIME MATTERS

**TIME  
MATTERS**

Our *time matters* philosophy runs through everything we do.

- We are removing unnecessary stress and frustration for patients
- We're giving our staff back time to do their job
- We're planning to provide care at the right place and time

**TIME  
MATTERS**

**Q. Thinking your last contact or visit with us, what did you think went really well?**



## TIME MATTERS

**Q. Thinking about the administration of your last contact or visit with us, did it cause you:**

1. No stress or frustration
2. A little extra stress or frustration
3. Quite a bit of extra stress or frustration
4. A great deal of extra stress or frustration.

## TIME MATTERS

**Q. Compared to contact you have with other companies or services you use on the high street or online, do you think the NHS:**

1. Is as simple and easy
2. is a little harder
3. is quite a bit harder
4. is a lot harder?

## Next steps for ESNEFT

- Continue to bring together teams, technology and processes
- Continue talking to staff and public about *time matters* and our ambition and objectives
- push ahead with better logistics, making sure people, supplies and equipment are in the right place at the right time
- use the latest technology and innovation to support and drive progress