

**MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP MEETING
HELD ON THURSDAY 21st February 2019
AT 6.30PM IN THE MITCHELL ROOM, GREAT BENTLEY VILLAGE HALL**

Chaired by Kathy Chilvers
Present: Charles Brown, Vice Chair/Treasurer
Barry Spake Communications Officer
Surgery Guest Dr Frida Bhatti
+ 13 Members

1. Welcome:

The Chairman welcomed the members and Surgery Guest Dr Frida Bhatti and Guest Speaker Laura Ellis

2. Minutes of Last Meeting:

No points were raised and approval for the minutes of 17th January 2019 was given.

3. Presentation about the new look surgery websites which will include changes to our Great Bentley Surgery website by Laura Ellis from Footfall

Laura explained that there are many different types of websites across GP practices. They vary greatly in terms of content, look and functionality. The majority of GP practices in the North East Essex CCG area have chosen to have a standardised website and we have been in the process of rolling out the website since last year.

This means that the look of the websites are the same, however the contents will be tailor made for the practice. The website is live in 8 practices at present and we have received positive feedback as well as statistics to show how well the website is being received/used.

Laura showed the members what the standardised site looked like and many examples of how it can be used. For example, completing reviews/assessments on the website to allow the GP to decide if the patient should attend an appointment e.g. answering questions online relating to COPD. It also enables patients to ask questions of the GP, reception staff, or pharmacist (if applicable). The members had quite a few questions whilst Laura was demonstrating the content which Laura answered comprehensively.

Our surgery website may not have all of the features that were shown in the meeting at it would be customised for our surgery

They are also working with Colchester and Tendring council. They offer a service where they will come to the practice and show patients how to use the website and will also leave an iPad (secured) in the waiting room to enable patients to use the website. Laura said it would be great if they could work with the Gt Bentley PPG in the future, once the website is live, to help promote the website and its possibilities.

4. Hollies Surgery News Dr F Bhatti

Dr Bhatti reported that there was to be a meeting about the new proposed surgery in the coming week. The project manager was now in place and the main issue at the moment in going forward in obtaining the investment which may not be coming as originally hoped yet.

5. Report from last meeting of local PPG's and Health Forum

The main topics at both forums was transport between hospitals and to hospitals with the proposed

changes to different sites in the future and the performance of ACE in the group of surgeries they were working with. Both are ongoing issues with further talks and meetings about both going on at the moment.

6. NHS News (time permitting)

This item was not covered.

7. Virtual Members

Barry Spake reported back that following an email he sent to the virtual members he had received 7 replies. One person had now been removed from the group as they had left the area. The other replies were all positive saying – keep up the good work.

8. Any other business

Work has begun at Colchester Hospital widening the bridge at the front which means a longer walk from the car park to the front of the hospital as it will mean walking around the lake towards the A&E department.

Waiting time for referrals at the hospital was brought up and a discussion ensued about sending a letter to the hospital regarding this. Dr Bhatti suggested who this should be sent to. Members were asked to send examples that could be used in creating a draft letter.

A members commented that they loved the new screens in the surgery and to thank Richard for his work in this regard.

9. Date and time of next meeting

Thursday 21st March 6.30 pm