

**MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP MEETING
HELD ON THURSDAY 16th May 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 S O'Reilly
+ 8 Members

1. Welcome:

The Chairman welcomed the members and Surgery Guest Dr S O'Reilly. Apologies were received from 7 members who were unable to attend the meeting.

2. Minutes of Last Meeting:

No points were raised and approval for the minutes of 18th April 2019 was given.

3. Hollies Surgery News Dr S O'Reilly

Dr S O'Reilly reported that the DNA for this month was 67 and that was no further news about a new surgery at present.

4. Digital Access supporting you to get online

Community & Digital Fayre:

Rachaelle Litwin (RL), Digital Access Support Team Manager, Colchester Borough Council spoke at the recent PPG Liaison meeting.

She explained that she worked with a small team on a project funded jointly by Tendring District Council (TDC), Colchester Borough Council (CBC) and the NEECCG. The aim was to collaborate in order to improve peoples' digital and technological skills.

The scheme could be accessed in a variety of ways including group drop-in sessions, where individuals could bring their digital devices, such as smart phones or tablets and receive advice on their use and any queries they had. For example, ordering repeat prescriptions online. One to one sessions were also available.

The main aim is to equip people with the following 5 main digital skills:

- Managing information – searching online
- Communication – text, email and video calling such as Skype
- Transaction – shopping online
- Problem solving – things such as finding something previously seen online
- Creating – filling in online forms.

All sessions are completely free.

They are going to put fixed digital access points in various other community sites for example Libraries and Doctors Surgeries although at present there are no plans to have these in our surgery.

5. General Update

Last month a member asked if we could help DNAs – this is not possible because of confidentiality. The surgery reported that our DNA are much lower than everyone else's in Tendring and the system used saw the DNA s dropped by 70% within the first year of using and it has maintained its lower level.

Minor Eye Problems – this already has already saved surgery time as Triage system has directed patients to them. Dr O'Reilly confirmed that was the situation.

Surgery closure is going to be a monthly thing – but not always on the same day.

Adult Exercise equipment – as suggested at the last meeting KC has been in touch with the Parish Council letting them know about the potential for funding.

6. Hidden in Plain Sight

The Message in a Bottle facility was talked about. It is available in the surgery and also in the pharmacy and has been for a long time but people may not have noticed it. Basically you put basic details about you and your medical condition and medication in this small bottle and place in the fridge and put a sticker on the front door. In case of an emergency the paramedics, fire brigade etc. would then be able to access this and it could make a vital difference to the treatment of someone who might not be able to give the details themselves. It may not be appropriate for you but there may be someone that you know who you think it would be useful for.

7. Colchester Hospital – Parking, Access, Building and Shops

Members reported that the front access across the bridge is now open. There are still problems with parking as before with no spaces. One member commented that they always park at the Park and Ride and then take the bus down to the hospital as they find that much less stressful and easier.

8. PPG Awareness Week - 10 - 15 June 2019 - Shall we do anything this year?

It was decided to set up a small display about the PPG on the table under the two electronic screens for that week (note this is now agreed with the surgery).

9. Virtual Members

No feedback

10. Any Other Business

Brief Details of the Digital Fayre taken from their poster.

FREE EVENT COMMUNITY & DIGITAL FAYRE

**Come and join us to see what your local services has to offer with 20+ stall holders
Free Refreshments/Food
Free Raffle**

All Venues Will Be Open 10 am – 3 pm

Tuesday 28th May – Jaywick Sands, Methodist Church
Wednesday 29th May – Harwich, Park Pavilion
Thursday 30th May – Colchester, Town Hall
Friday 31st May – Greenstead, Community Hall

Digital Access Support Team

Telephone: 01206 282452

Email: digitalaccesssupport@colchester.gov.uk

Web: www.colchester.gov.uk/digitalaccesssupport/

11. Date and time of next meeting

June 20th 2019 at 6.30