

**MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP MEETING  
HELD ON THURSDAY 16<sup>th</sup> JANUARY 2020  
AT 6.30PM IN THE MITCHELL ROOM, GREAT BENTLEY VILLAGE HALL**

Chaired by Kathy Chilvers  
Present: Charles Brown, Barry Spake, Dr F Bhatti (Surgery Guest)  
+ 14 Members

**1. Welcome:**

The Chairman welcomed the members (including 2 new members) and surgery guest.

**2. Minutes of Last Meeting:**

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

**3. Hollies Surgery News**

Dr Bhatti was pleased to give us the news that there will now be a new partner at the surgery. Dr Rokkham is the new partner and will be working for 2 days and Dr O' Reilly remains as a partner but will be reducing his time to 2 days. A new salaried doctor will replace Dr Rokkham's former position as a salaried doctor. This will start on the 1<sup>st</sup> May.

The Did Not Attend figures were 73 last month (which is the average over the last year). This is a fall from November which was the highest of the year at 85. All these figures as well as details of all other information about patient appointments are available on the surgery website.

The surgery is finding that the new website it working well and the enquiries etc. are getting through to the appropriate person successfully.

**4. Report from Tendring Health Forum Meeting**

There were supposed to be 3 speakers but only 1 actually turned up. The topics that were not covered were the Local Delivery Pilot and Patient Transport Service Re-Procurement. It is hoped that they will attend another meeting.

The speaker who did turn up was Jean Allen from a company called Home Instead which delivers care in the home. There is a large network of Home Instead "branches" all over the country and they have won many awards and all ccg inspections have been very good.

Jean Allen delivers Home Instead in the Tendring area. They offer 3 types of care; personal care, home help and companionship. She went into detail of how it works and was very open about the costs. There minimum time for a visit is 1 hour, they do not do 15mins or 30 mins as many other Agencies do.

The forum meeting also discussed Careline for which there is a monthly cost. This enables someone who is living at home to be able to press a button and 24 hours as day there will be someone to take action depending on the circumstances to contact a relative or call an ambulance if necessary. There is now a watch that can be worn instead that is being trialled. The watch also enables more facilities similar to a fit bit where things such as heart rate can be monitored.

**5. Other Local Health Matters**

ACE are now not running the 3 GP surgeries in the Tendring area that they were.

Size of PPG's – A survey was taken and 11 PPGs answered from Colchester and Tendring and the numbers vary from 376 down to 8. Obviously the 376 included virtual members. This will be discussed at the PPG liaison meeting in February and also whether the groups are patient lead or actually led by the surgery.

## **6. Members Updates on Colchester Hospital and Urgent Treatment Centres**

Main report is that new shops are open and parking is, if anything, much worse now the new Urgent Treatment Centres are open. It is unknown exactly where the League of Friends shop is now situated. It is possible that it is now on the first floor in the Senses Restaurant, although it still may be in an outside portable building. If anyone has visited recently please let us know where it actually is. Perhaps one of our virtual members may know?

## **7. Any Other Business**

None reported

## **8. Time and Date of Next Meeting**

19<sup>th</sup> March at 6.30 **but will be in the other small room at the village hall** as our usual room was pre-booked by another hirer.