

**MINUTES OF THE GREAT BENTLEY PATIENT
PARTICIPATION GROUP
MEETING HELD ON THURSDAY 17th NOVEMBER 2022
AT 6.30 PM IN THE MICHAEL WRIGHT ROOM, GREAT BENTLEY
VILLAGE HALL**

Chaired by: Diane Miles
Present: Charles Brown: Secretary & Treasurer
Guest speaker Sir Bernard Jenkin MP
Surgery Guest: Dr Freda Bhatti (Senior Partner)
+ 13 Members

1. Welcome, Introductions & apologies for absence:

The Chairman, Diane Miles introduced the committee and stated that she is used to being a chairman as she is Chairman of The Weeley Residents Association. Anyone from Great Bentley is welcome to be a member of our association or to come to any of our functions. You are very welcome to see me afterwards. Diane Miles welcomed everyone to the meeting, including our Guest Speakers Sir Bernard Jenkin and Surgery Guest Dr Freda Bhatti. Apologies received were read out: Judy & Derrick Ward, Dawn Vinn & Louise Norton.

2. Minutes of Last Meeting:

Thursday, 21 July 2022

No points were raised and approval for the minutes was given.

3. Sir Bernard Jenkin MP

Sir Bernard thanked the PPG for the invitation to attend and added that it had been many years since attending a meeting such as this to answer questions on 'the National Health Service! He announced that in this Government he had a particular responsibility as Chairman of the Public Administration Select Committee to which the NHS Ombudsman is accountable. He outlined the need for patient expectations to match more with outcomes. The fact that you have a full complement of GPs is unusual and it's very much down to Dr Bhatti's leadership and a strong and stable team. General Practice tends to take the strain when other parts of the Health Service are not functioning properly. Sir Bernard spoke about the difficulties of Covid both during and coming out of it, but it has been a useful learning curve. NHS England tends to manage upwards and does not lead from below.

The meeting then went into a 'Question and Answer' session.

4. Refreshment Break Arranged by Judy Bishop

5. Surgery news

Dr Bhatti thanked those present for inviting her to the meeting. Dr Bhatti spoke about the alterations to the surgery. Thorpe surgery has a temporary closure on their patient list that is of concern to us, as we are already receiving quite a few patients from them. Several members commented on the music played during telephone calls whilst on hold. A question was raised about the forthcoming nurses' strike by RCN members. Dr Bhatti stated that The Great Bentley Surgery would support them as all our nurses are RCN members. A general discussion took place regarding nursing and Social Services. The Chair read out an email from Pat Carey who mentioned her concern that many patients were standing in the waiting room and reception area due to a shortage of seats on the 14th of November 2022. Dr Bhatti explained the situation and that, hopefully, things will improve. Our intention is to purchase the building at the rear of the car park (the old surgery) which will help us. A question was

asked regarding the surgery and “No Show” patients failing to attend or answer a telephone call from the surgery during a triage. It was mentioned how well the triage system is working.

6. Any Other Business

The Chairman asked those present if they would consider changing the present meeting day and time to Wednesday afternoon as it would be better for members to attend during winter. Those present voted unanimously to accept Wednesday at 2:00 pm as our meeting time. Jock to arrange room dates accordingly and inform the chairman.

7. Chairperson’s Summary, date, and time of the next meeting.

Diane Miles asked those present if they had any ideas for future speakers and if so to let her know.

Diane spoke about St Andrew’s Church presentation “Stepping into Christmas” on Saturday 10th December 2022 at 7:00 pm. (Doors open at 7:15 pm) Free car parking. Tickets for £10.00 includes refreshments, wine, and soft drinks. 01255 833451

Date and Time of the Next Meeting:

Wednesday 18th January 2023 at 2:00 pm in the Michael Wright Room

The meeting closed at 20:10 hours.

Charles C. Brown

Secretary

Dates for your diary: **WEDNESDAY at 2:00 pm** on 18 January, 15 March (AGM), 17 May, 19 July, 20 September, and 15 November 2023 all in the Michael W