

**MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP MEETING  
HELD ON THURSDAY 17<sup>th</sup> May 2018  
AT 6.30PM IN THE MITCHELL ROOM, GREAT BENTLEY VILLAGE HALL**

Chaired by Melvyn Cox  
Present: Barry Spake Communications Officer  
Charles Brown, Vice Chair/Treasurer  
Kathy Chilvers, Secretary  
Surgery Guest Practice Manager Richard Miller  
Guest Speakers Roger Carey-Smith  
+ 16 Members

**1. Welcome:**

The Chairman welcomed everyone to the meeting.

**2. Minutes of Last Meeting:**

No points were raised and approval for the minutes 19<sup>th</sup> April was given.

**3. Guest Speakers Roger Carey-Smith with a Presentation about being “Dementia Friends”**

Roger works for Anchor.org which is England’s largest not-for-profit provider of housing and care for older people. He also does work as a volunteer for the Alzheimer’s Society and is present at the meeting in this role. Their mission is to build dementia friendly communities and to raise awareness and understanding about dementia as, we all may know or meet someone with dementia (either a family member or someone we might just meet in the street).

A very lively discussion took place in the meeting with two different interactive activities. The first activity involved identifying what dementia is and many members talked about what the realities of dementia can be and the support needed that they had experience of. Points such as memory loss, the person needing different types of care, receiving mixed messages in the brain and even eating were raised.

The second activity was demonstrating the loss of particular memories that someone experiencing dementia may have over time. Understanding of what was happening makes it easier to turn this understanding into action to then be able to support that person in the best way.

**4. Hollies Surgery News**

Richard Miller reported that there was no further news about a new surgery but a meeting with the CCG and the doctors is to take place on the 6<sup>th</sup> of June. This meeting had been scheduled to be earlier in the year but delayed but now they have this date for it to take place. The outcome of this will be reported at the next meeting.

As reported last month Dr Vine is due back in July but in the meantime the surgery have been able to employ a locum for two days a week which will help to cut down waiting time.

The Did Not Attends for April was 56 which was a good drop from the figures for earlier months. The old screen in the surgery has now gone and a new one has been put in its place. It is a brand new system paid for by the NHS. Richard will be able to customise messages to suit what clinics etc. are taking place on particular days. He is just waiting for some time to be able to “get his hands on” and investigate how to do this.

Richard also told the meeting about The Sound Doctor which is now available to patients. It is a new web-based library of 300 film and audio patient information videos designed to help people understand more about some long term conditions such as COPD, diabetes, dementia, back pain and more. It is now freely available to north east Essex residents. Further details about it and how to access is on the Great Bentley Surgery website ( <http://www.greatbentleysurgery.nhs.uk/welcome,41701.htm> ) If you look at the grey bar just under the picture of the house you will see the link to get to The Sound Doctor.

## **5. Meeting of local PPG's 18<sup>th</sup> April 2018:**

The main subject of this meeting was the rolling out of what is called Care Navigation. The idea that there will be a Hub that patients from a group of surgeries contact and they are then directed to the appropriate place and not go straight to their surgery as they do now.

4 surgeries were trialling this out. Between them they had 22,500 patients. There was an IT problem at first but it went 'live' 3 weeks ago. It turned out to be so slow they had to abandon the IT system. Although the Hub had 30 telephone lines compared with 18 in the combined surgeries there were only 6 people working in the Hub and there were so many problems the whole trial was abandoned. The surgeries concerned were all ACE surgeries.

Richard Miller said that we would not like to have to use this at all but it is possibly at some time in the future they might make it mandatory.

The other main item to report on was Audiology (GP Care are not dealing with this anymore) and it seems that the new service is having problems.

## **6. NHS News**

This was mostly about statistics and due to lack of time in this meeting was not reported on.

## **7. Any Other Business:**

Melvyn thanked the speaker for his animated contribution to the meeting.

The subject of Attendance allowance was brought up and it is definitely something that many people are eligible for but may not know about it. It is NOT means tested.

Attendance Allowance helps with extra costs if you have a disability severe enough that you need someone to help look after you.

You can get Attendance Allowance if you're 65 or over and the following apply:

- you have a physical disability (including sensory disability, for example blindness), a mental disability (including learning difficulties), or both
- your disability is severe enough for you to need help caring for yourself or someone to supervise you, for your own or someone else's safety
- you have needed that help for at least 6 months.

Richard Miller said that they have Tim Exley at the surgery who is a GP Care Advisor who would be able to help and give advice if someone felt that they or someone they support family or friend might be eligible.

## **8. Date and Time of Next Meeting: Thursday 21<sup>st</sup> June 2018**

The meeting closed at 19:45 hours.

Kathleen Chilvers

Secretary