

**MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP MEETING
HELD ON THURSDAY 18th October 2018
AT 6.30PM IN THE MITCHELL ROOM, GREAT BENTLEY VILLAGE HALL**

Chaired by Melvyn Cox
Present: Charles Brown, Vice Chair/Treasurer
 Kathy Chilvers, Secretary
 Surgery Guest Dr G. Pontikis
 Guest Speaker Alison Smith
 + 7 Members

1. Welcome:

The Chairman welcomed everyone to the meeting. Apologies were received from Barry Spake and Margaret Hearn.

2. Minutes of Last Meeting:

No points were raised and approval for the minutes of 20th September 2018 was given.

3. Guest Alison Smith – Director of Operations for Colchester/Ipswich Hospitals

Alison attended to talk about the forward plans for Colchester/Ipswich Hospitals and to take feedback from the members of our PPG about their last contact with the hospital and its administration.

She started by going through a presentation about the merged hospitals and that their aim is to see you at the right time, attract and retain the best staff and to provide the latest treatments locally. She acknowledged that sometimes they fail to see people at the right time and this does need to improve.

She confirmed (as did our last speaker from the hospital) that Colchester and Ipswich hospitals continue to offer full A&E and maternity serves and 24/7 emergency admissions. The new organisation has over 10,000 staff working across the region in hospitals, clinics, the community and your home and there is likely to be an increase in staff.

She continued by discussing the scale of the operation and the things that they were thinking about. The slides at the end of the meeting notes give this information. They want to design what happens more to be about the needs of the people who use the hospitals rather than, as now, those who run the hospitals.

There are a lot of ways they are thinking to modernise the way they provide their services which will mean embracing more technology and to do this they are looking to learn what works well elsewhere – examples of which are given in the slides. The systems need to be improved and in particular the area of administration is important for this.

She then went on to ask the members to think about their last contact/visit with the hospitals and their experience. There were many examples given and below are the main points raised and in brackets are some of Alison's responses.

- Problem with administration – attending an appointment as per letter from hospital, patient turned up and was told there was not appointment for them despite being shown the actual letter.
- Accident and Emergency – 2 members questioned the constant similar questions they were being asked by each person they saw and as notes were taken that contained these answers, why should they have the stress of this constant repetition.
- Outpatients – calling out names to the large waiting area – difficult for people to hear etc. –

surely there should be a better system (matrix board, etc)

- Communication is the biggest problem – between departments, between administration and patients.
- Hospital taking control from patients who manage their own medication and recording of certain things such as amount of insulin taken for the day. It can distress people having no say in when they take their medication when they already have a good schedule for this. (Alison agreed and said they are looking to take this forward to give patients more power to manage their own conditions. Regarding medications there can be a safety issue but they can look at ways around this)
- Visiting Hours and queues for getting in (most blockages are car parking and that is a continual issue at all hospitals. There are a group of people looking at this and at transportation between the various main hospitals and community hospitals and that there are patients involved as part of this group and also staff who have to travel between these places and park)

It has to be noted that Alison has visited other PPG's in the same way to get feedback from them all and she was taking down notes of all the issues and comments made at our meeting.

4. Hollies Surgery News Dr G Pontikis

The DNA figure for September was 64. Face to face consultations were up to 3,897. There were 29,738 prescriptions issued, about 24,000 of these were electronic. There were quite a few unanswered call-backs on the triage system. Dr Pontikis asked that if you are expecting one, please make sure that you are available.

There has been a slight delay with the flu jabs as this year they have come in batches and this has caused the delays for the over 65's but the new batch has now arrived. Appointment waiting times are now slightly better. The student doctors placement went very well and new students are expected next year.

There is a new facility at the surgery for Physiotherapy on Friday afternoons from 1 – 6 when 20 minute appointments are now available. There was praise from one of the members in the meeting who had been to this and was extremely pleased with the outcome from attending.

5. Local Health Matters - Meeting of 10th October 2018 A Brief Report

This will be reported on at a later meeting, due to lack of time now.

6. NHS News

A brief discussion regarding a newspaper article which said that by default 2 hour group appointments for conditions such as Arthritis and Diabetes will be put in place. The members felt this was totally inappropriate and that group sessions giving information about the condition would be the only useful group sessions.

7. Any Other Business

The Chairman reminded everyone that the next meeting was the AGM and a new Chairman will be needed. He again asked if the members would consider taking on that role and if so to please contact him. It is hoped that as many members as possible will attend this meeting.

8. Date and Time of Next Meeting: Thursday 15th November 6 .30 pm

Kathy Chilvers
Secretary

Introducing ESNEFT

Dr Shane Gordon
Director of Strategy, Innovation and Research

The trusts that ran Colchester and Ipswich hospitals
merged in July this year - on time.

East Suffolk and North Essex NHS Foundation Trust will:



See you at the right
time



Attract and retain the
best staff



Provide the latest
treatments locally

Colchester and Ipswich hospitals continue to offer full A&E and
maternity services, and 24/7 emergency admissions

Where we work

Our new organisation has
over 10,000 staff working
across the region in hospitals,
clinics, the community and
your home

 Halstead
Community
Hospital

 Colchester
General
Hospital

 Clacton
Community
Hospital

 Harwich
Community
Hospital

 Felixstowe
Community
Hospital

 Bluebird
Lodge

 Ipswich
Hospital

 Aldeburgh
Community
Hospital

Our scale

- There are around 140 other NHS trusts in England, and we are now one of the largest
- we are the largest NHS employer in the region
- We employ around 10,000 staff to look after over 750,000 residents

We have six services in the top 20 nationally for the overall number of patients we see. These include;

- for general surgery, we are the third busiest in the country
- for cancer services (oncology), we are sixth
- for orthopaedics, we are 10th in the country.

8

Things we're thinking about

- A lot of NHS thinking is stuck in the last century, perfectly designed around the needs of the people who run it, rather than those who use it
- We need to:
 - modernise the way we provide our services
 - embrace technology
 - learn from what works well elsewhere

21st century developments



Transport for London's Oyster electronic ticket

Introduced in 2003, Oyster is the world's most successful transport ticket system.

- Oyster delivers faster journeys for passengers and cost savings for TfL
- Drove use of contactless purchases via smartphones and bank cards
- No staff losses, in fact higher staff and passenger satisfaction.



Apple smartphone

Apple introduced the concept of an integrated smartphone to the world in 2007.

- Over 1.2bn Iphones have now been sold
- Almost 400 Iphones are sold every minute around the world
- most popular app on an Iphone is Facebook, showing how smartphones have been crucial to connecting people over the past decade.

7

Specialisation in action



Narayana Hrudayalaya hospital, Bangalore

Narayana Hrudayalaya in Bangalore is the largest heart surgery hospital in the world.

- The 1,000 bed heart hospital performs 35 and 60 heart surgeries a day
- Mortality rates are comparable with or better than those in Britain and the US
- Efficiency is significantly higher with consultants productivity using their time effectively, only doing the most complex part of the operation

TIME MATTERS

TIME
MATTERS

Our *time matters* philosophy runs through everything we do.

- We are removing unnecessary stress and frustration for patients
- We're giving our staff back time to do their job
- We're planning to provide care at the right place and time

TIME
MATTERS

Q. Thinking your last contact or visit with us, what did you think went really well?

TIME MATTERS

Q. Thinking about the administration of your last contact or visit with us, did it cause you:

1. No stress or frustration
2. A little extra stress or frustration
3. Quite a bit of extra stress or frustration
4. A great deal of extra stress or frustration.

TIME MATTERS

Q. Compared to contact you have with other companies or services you use on the high street or online, do you think the NHS:

1. Is as simple and easy
2. is a little harder
3. is quite a bit harder
4. is a lot harder?

Next steps for ESNEFT

- Continue to bring together teams, technology and processes
- Continue talking to staff and public about *time matters* and our ambition and objectives
- push ahead with better logistics, making sure people, supplies and equipment are in the right place at the right time
- use the latest technology and innovation to support and drive progress