

**MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP MEETING  
HELD ON THURSDAY 19<sup>th</sup> July 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 Dr S. O'Reilly  
                 + 11 Members

**1. Welcome:**

The Chairman welcomed everyone to the meeting.

**2. Minutes of Last Meeting:**

No points were raised and approval for the minutes of 21<sup>st</sup> June 2018 was given.

**3. Hollies Surgery News Dr S. O'Reilly**

Dr Vine has now started work at the surgery (as mentioned before in previous minutes), so hopefully the waiting time will go down. The trainee doctor is leaving this week and there will be two more starting in September although one will only be there for a short time. There is no further news on the new surgery.

The DNA figures for June were 80. It is disappointing that this has gone up. For example it was 56 in April. Often it is younger people who are DNA's. Our figures are not as bad as many other surgeries.

**4. Tendring Group Liaison Meeting 11<sup>th</sup> July 2018 "Local Health Matters"**

There was a variety of items on the Agenda. The main points of interest were:

- Anthony West spoke about Children and Young Peoples Intervention. Tendring has a high level of eating disorders and suicides. There are 6 full time staff working on this.
- The Sound Doctor was discussed and this is getting favourable reviews. There is a link to this on our surgery website and has been reported about in more detail in our previous minutes.
- Community Audiology patients should now be going to the local Specsavers or Scrivens for this facility.
- NE Essex Out of Hours Service is how being used by 43 surgeries.
- Community Beds. At present there are 58 beds but Clacton will be losing all of theirs and they will be going to Harwich but there will then be only 45 available for the area. The Minor Injuries at Clacton will be expanded and become an Urgent Treatment Centre.
- Essex County Hospital will be closing this summer.

**5. Tendring PPG Group Meeting 18<sup>th</sup> July 2018**

Care Navigators were discussed in relation to 4 Tendring surgeries that were linked to a call centre. Having failed on the first attempt to get this system started, it had been suspended and then restarted but it is once again experiencing difficulties with too many calls not answered within a reasonable time.

A member commented that they were now unable to book an appointment on-line because everything had to go past a 'Care Navigator' and the member failed to understand how this was any kind of step forward.

**6. NHS News:**

i) A Tax on the 'over 40's' for Social Care'. It seems now that this extra tax would not be only on the Over 40s in work but also on those over 65 on unearned income and although those on low incomes would be protected, these de minimis limits were not explained. This aspect had not been mentioned before. Members queried whether the money would actually go to the NHS.

ii) The NHS at 70 – Is it a Happy Birthday. The NHS is going to have more money from the government and this is going to come from Brexit savings. Comparing this with earlier funding in former years this increase is not as substantial as it sounds, being lower than the historical average actually received.

Comparing the NHS performance with other European countries the following was noted.

**Strengths** were in funding medication, 84% more usage of generic drugs than other countries. Very good at dealing with diabetes and kidney conditions.

**Weaknesses** were in dealing with heart attacks and some cancers. The NHS were the 3<sup>rd</sup> worse in cases where medical intervention could have saved lives.

56% of people think that having to use a person's house to fund their care in old age is unacceptable but most people think that more taxes just for the NHS is acceptable.

iii) They say that the collection of data is improving our knowledge base and using Artificial Intelligence is improving diagnosis/care.

## **7. Any Other Business**

A member asked the doctor whether you could book blood tests and nurse appointments online as you can with appointments with the doctor. Dr O'Reilly said that not at present but it might be possible in the future. He will discuss with the Practice Manager.

Thanks were given by the members for the good service for the patients at the surgery and also one member gave praise for the Prescription line in particular.

## **8. Date and Time of Next Meeting: Thursday September 20<sup>th</sup> 2018**

**PLEASE NOTE THERE WILL BE NO MEETING IN AUGUST**

The meeting closed at 19:13 hours.

Kathy Chilvers

Secretary