

MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION MEETING

HELD ON THURSDAY 18 DECEMBER 2014

AT 6.30PM IN THE MITCHELL ROOM, GREAT BENTLEY VILLAGE HALL

1. **Welcome and Apologies for Absence**

The Chairman welcomed members and reported that he had received no apologies for absence.

2. **Minutes of the last Meeting** were approved.

3. **Vote re Election of Secretary** – Judy Ward

Judy was proposed as Secretary of the PPG by Charles Brown and seconded by Barry Spake and John Leggett.

4. **NEE CCG Board Meeting 25 November 2014** – Report by Alan and Judy Bishop

Judy B reported that the meeting was well attended and well chaired.

“Care Closer to Home” Integrated Services was discussed and votes taken at the meeting.

5. **Lay Members Meeting 4 December 2014** with Barbara Stuttle, Interim Director of Nursing, CHUFT – Report by Alan and Judy Bishop

It was reported that the Hospital is now out of Special Measures. At the time of being in Special Measures people were advised not to go to the hospital with minor injuries but to attend pharmacies, walk-in centres or GPs, Pressure on the wards was extreme especially the Emergency Assessment Unit.

Discussion took place about personal experiences of pressure in A&E such as waiting times; lack of communication and possible reasons for the pressure on the doctors and nursing staff.

Judy reported that Barbara Stuttle (who was previously at the mid Staffs Hospital), will make changes to raise the profile of the nursing staff and it is proposed to launch this at a Conference in May 2015.

6. **CHUFT Board Meeting 11 December 2014** – Report by Alan and Judy Bishop.

This meeting was not attended by Alan and Judy Bishop due to illness.

7. **Lay Members Inspection Visit to Colchester Hospital 12 December 2014** – Report by Alan and Judy Bishop

This meeting was not attended by Alan and Judy Bishop due to illness

8. **Hollies Surgery News** – Richard Miller, Practice Manager

Richard reported the following:

- “Did You Get Great Care Today?” questionnaire which allows any patient or carer to provide feedback on their healthcare. This leaflet will be available in all GP surgeries from the 1 December 2014 and asks parents/carers questions including:

(i) How likely are you to recommend this GP practice to friends and family if they needed similar care or treatment?

(ii) What was good about your care, and what could be improved?

(iii) Were you involved enough in decisions made about your care and treatment?

(iv) Was the surgery clean?

Were the receptionists helpful?

(v) Is it easy to get an appointment (either by telephone and/or at the surgery)?

The questionnaire and the feedback is organised by an independent body called

“iWantGreatCare.org”. The questionnaire leaflet is available from all members of staff in the surgery and there is a box for the collection of completed questionnaires. Alternatively the

questionnaire can be completed online (the details of how to do this are given on the front page

of the leaflet).

- Phone calls received and made at Reception

Richard reported that there had been an issue of the lack of privacy/confidentiality regarding phone calls received/made at the reception desk. Changes are being made to the office space and as of the first week in January 2015 all phone calls will be received/made away from the reception desk using the back office.

To make extra space all the stored medical cards have been digitalised (the cards having been scanned to make digitalised records and then destroyed securely). More phones are being installed too, away from the reception desk.

Medical records can now be accessed quickly and, if a patient moves to another surgery, the records can be transferred electronically.

Questions raised by members:

- a question was asked regarding waiting times. Richard explained that the Nursing Practitioner was currently off sick, which has extended waiting times.

- a question was asked about the pharmacy's efficiency as when collecting prescriptions it is not quick. Richard said that there does appear to be problems. He explained that although the pharmacy is completely separate now from the surgery, he had liaised with them.

Discussion took place about other GP practices. In Thorpe le Soken the GP practice is being extended to take in patients from Kirby Cross. The patients in Kirby Cross have the option to go to Thorpe Le Soken or Walton surgeries.

Richard reported that the Patient Choice becomes effective from 5 January 2015 but that the Great Bentley practice has chosen NOT to open up to other patients as it could potentially be flooded with patients. The Great Bentley practice currently has 8500 registered patients.

Discussion took place about the effect on the surgery of the plans for housing developments and affiliated services in the area.

9. **AOB**

Melvyn and Barry had attended a meeting of PPGs in the Colchester Area but it was very disappointing as there was only one other PPG represented so not a success.

It was stated that on 1 April 2015 all surgeries will have to have a PPG.

Barry asked Richard for leaflets regarding GP Care Advisers. Richard explained that the practice has an excellent Care Adviser, Tim Exley, who assists patients in a manner of ways including filling in forms; investigating all voluntary services; sourcing help such as wheelchairs and adaptations for the home; and advice for people on benefits. He is in the surgery on a Wednesday afternoon and is willing to do home visits on request. GPs and nurses work closely with Tim to ensure patients can access the correct benefits to improve their quality of life. It was suggested that we ask Tim to come to one of the PPG meetings.

10. **Date and time of the next Meeting:**

Thursday 15 January 2015 at 630pm in the Mitchell Room, when The Right Honourable Douglas Carswell MP will be guest speaker.

The Meeting ended at 7.40pm followed by refreshments generously provided by Alan and Judy Bishop.