

MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION MEETING

HELD ON THURSDAY 16 APRIL 2015

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
Judy Ward, Secretary
Richard Miller, Practice Manager
+ 12 Members

1. Welcome and Apologies for Absence

The Chairman welcomed everyone to the meeting.

2. Minutes of the last Meeting

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

3. PPG Awareness Week 1-7 June 2015 – Planning Report

Melvyn explained that the PPG Awareness Week aims to promote the role and benefits of PPGs to both patients, the public and health professionals. Also to create more understanding of the value of true patient participation and to promote the support available from the National Association for Patient Participation. Healthwatch encourages PPG groups to be involved and to join the NAPP – currently £60 for the first year and £40 for subsequent years. It also gives support to struggling PPGs. Melvyn said, as a point of interest, that our PPG seemed quite strong and has had more guest speakers, including MPs, than any other PPG in Essex, that he had visited.

During PPG Awareness Week members of our PPG Committee will go into the surgery and pass on information to patients by way of a newsletter. Articles will be put together and Richard Miller has agreed to publish the newsletter.

An extra meeting to discuss our PPG's involvement has not been considered necessary but members were asked to pass on any other ideas to the Committee. We will try and raise the profile of the PPG and encourage members to bring a friend or neighbour. Melvyn said even if this is not possible, please come anyway!

4. CCG Board Meeting Report – Alan and Judy Bishop

Judy reported that the meeting had taken place at the Little Clacton Village Hall. It was a little less harmonious, not quite so user friendly ie firm!

Maternity Services were raised again. A Midwife spoke passionately and was very challenging. The survey was seen as a poll and it was pointed out that this was not the case. The CCG has gone ahead and carried out its plan. Dr Bhatti had commented that this is the way it is whether people like it or not and confirmed that this is happening nationally and we will have to accept it.

Alan reported that he had raised the issue about copy letters sent from the hospital not going to the correct Doctors. He was told that this would be addressed.

Judy and Alan reported on what they had observed whilst waiting in the hospital:

- people going outside the hospital's main entrance to have a cigarette, some attached to drip stands!
- people going back into the hospital NOT using the hand gel;
- In the Elmstead Day Unit some people did not use the hand gel. Nurses sometimes encouraged patients to use the hand gel and others did not so patients were going through to the Unit without using the hand gel. The questions were raised "why should patients be allowed to wander?" and "why are people allowed to smoke?". In Scotland smoking is not allowed in Hospital grounds.

Discussion took place about Data Protection, Human Rights and Patient Choice.

Judy said she will raise these issues at the next Board Meeting. In the meantime could we write a letter to

suggest a ban on smoking?

Melvyn said we could formulate a letter but better still we could address this issue directly to the guest speaker at our next meeting, who will be David Linghorn Baker, the lead governor at CHUFT. Councillor Lynda McWilliams said she was prepared to speak to David in readiness for the next meeting. She could do this tomorrow. Melvyn agreed this would be helpful.

Further discussion took place about smoking bans in hospital grounds (members of the hospital staff have been seen smoking too); and also of the uncleanliness of some mobility equipment used inside the hospital by inpatients and outpatients which was felt to be totally unacceptable.

Again it was reiterated that the principle is that patients should not be outside the hospital building with equipment, such as drip stands, as their actions may threaten the health of even those that do not do this, if they return bringing back germs with them.

5.Hollies Surgery News

Richard said he had little news to report.

Judy Bishop asked about the problem of patient letters being sent by the hospital to the wrong GP. Richard said he had made contact with Barry Moul, Head of Patient Records. Richard advised Barry Moul of the fact that discharges are received electronically and sometimes go to incorrect surgeries. Barry Moul is very concerned about this and will ensure that, through the IT department, records will be updated. It is a massive patient safety issue and Richard highlighted this and the details of his conversation with Barry Moul, at a recent Practice Managers' Meeting so everyone is now aware.

Judy and Alan Bishop said this matter will be raised at the next CCG Meeting too.

Discussion took place about several personal incidents including an elderly patient not wearing her wristband; elderly patients with dementia not being helped to feed; the misplacement of a patient's personal possessions. This discussion led to the organization at the hospital being queried and the fact that it has recently been announced that 240 jobs are to go at the hospital (non-clinical).

To summarise – the PPG supports the surgery and helps to overcome problems. The PPG is important as a voice.

Richard reported that The Hollies' May Newsletter has been written and published early mainly in light of the General Election. Richard encouraged members to look at the practice website. A paper copy of the Newsletter is available in the surgery. It is political and highlights the general practice problems in black and white facts together with soundbites from the politicians but with NO words to describe how! The Facebook post, and Twitter, are becoming very popular and have been shared 3,500 times to date. It has reached 275,000 people. Richard said that his web post is generic to every surgery in the country which is excellent. It is to make people think when voting.

Discussion took place about the exemplary doctors surgery we have in Great Bentley.

6.AOB

Judy and Alan Bishop had attended the 'My Social Prescription' Training and raised concerns about how The Hollies surgery could accommodate the suggestion of having two volunteers, sat at a desk and with a phone. Confidentiality was discussed. Richard said that practically a room could be made available but not every day. There was also a query regarding the instructions on the printed forms to be filled in by the My Social Prescription Volunteers as there appears to be a discrepancy in the wording.

Melvyn said that the situation needed to be clarified and agreed to contact Tracy Rudlin at CCVS and then report back to the group.

7. Date and Time of Next Meeting: Thursday 21 May 2015 at 6:30pm in the Mitchell Room. The speaker will be David Linghorn Baker, the lead Governor on the board of Colchester Hospital.

The meeting closed at 19:50.

Judy Ward

Secretary