

**MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP MEETING
HELD ON THURSDAY 17 NOVEMBER 2016
AT 6.30PM IN THE MITCHELL ROOM, GREAT BENTLEY VILLAGE HALL**

ANNUAL GENERAL MEETING

Chaired by Melvyn Cox
Present: Barry Spake, Communications Officer
Charles Brown, Vice Chair/Treasurer
Surgery Guest Dr. A. Nambi
+ 17 Members

1. Welcome:

The Chairman welcomed everyone to the meeting and our Surgery Guest Dr. A. Nambi.

2. Apologies:

Apologies that had been received were read out and noted.

3. Minutes of Last Meeting:

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

4. AGM:

i) Chairman's Report – Melvyn Cox:

It's been a quiet year, as we only had 10 meetings having missed out on December 2015 and August 2016. We had 3 Speaker meetings Bonnie Beard and Dr Bhatti who gave a report on a mercy mission trip to help refugees in Lesbos; Anne Cope-Harris from the Dementia Organisation; and more recently Simon Morgan from the CCG. The Committee attended the CQC surgery inspection, which went well with us briefing the CQC. We had lots of discussions on all sorts of matters: local health matters; housing and its impact on the village and surgery; BREXIT: Colchester Hospital; and more. I would like to thank Barry and Jock for their support during the year, and for Judy Ward for the help as Secretary at the beginning of the year. I would like to thank Judy and Alan Bishop for their catering tonight and several other meetings which has been appreciated. I would like to thank all of you for your support during the year. I would also like to thank Dr Nambi and the surgery for their support.

ii) Membership Officer's Report – Barry Spake

All the old faces are here, but sadly we have lost 13 members who have moved and or left the area / surgery. The exact membership is 186 between three groups. During the Christmas break I will update the e-mailing lists and make an attempt to ascertain some e-mail addresses that are bouncing back as not known. The average attendance is 17 members per meeting. We have lost 18 members from the 203 original members. It's possible that some confusion has arisen between the virtual group and the actual group.

iii) Treasurer's Report and Accounts – Charles Brown.

Hand-out (page 4) Income and expenditure account

The report covers the period 01 November 2015 to 31 October 2016. We started off the financial year with £107.88 in the bank and a cash balance of £2.04; this includes all transactions up to and including the room hire for last month 20 October. It now leaves the account standing at £78.88 in the bank and £12.04 in cash held by Melvyn. We received £200.00 from the surgery paid into our bank account. We received £10.00 from the sale of tea/coffee etc., which was kindly donated by Alan and Judy Bishop. We paid out £229.00 for the rent of the hall: (which was 1 month at £22.00 and 9 months at £23.00, the rent increased from £22.00 to £23.00 being a 4.5% increase). When the account requires topping-up I'll contact the surgery to arrange for a bank transfer. Our financial transactions are still being entered into the same format, Excel Spreadsheet, and the accounts have been audited and approved by our Chairperson, Melvyn Cox. That concluded the financial report for the 12 months to 31 October 2016.

iv) Vote – to adopt the Accounts:

John Legget asked for the adoption of the accounts which were seconded.

All members were in favour of adopting the Accounts.

The official copy was signed by Charles Brown (Treasurer) and Melvyn Cox (Chair & Auditor).

v) Review any new Candidates and then Vote to Elect Committee Members

No new candidate names had been received by Melvyn or by Barry. The Chair asked if there was any nomination from the floor for Chairperson; Vice Chairperson; Treasurer; Membership Officer; or Secretary. John Legget proposed that the existing committee members be accepted.

The existing Committee Members were therefore re-elected.

5. Refreshment Break.

6. Hollies Surgery News - Dr. A Nambi:

Dr Nambi spoke about the feed-back from the PPG concerning the waiting room and reception areas requiring redecorating, and reported that the surgery would be obtaining a quote and the work would be carried out in the new year. Dr Nambi spoke about the 24 Hour ECG that he had been running for the last two months, and said that the surgery was approached to take over the "24 Hour ECG" and as Dr Nambi had previous experience and qualifications, in this field, prior to becoming a GP was asked to run the service at the Great Bentley Surgery. This is better for the patients as they no longer have to travel to Colchester. We started the service 2 months ago and it is going very well. Our service is not only for our patients but is available to other surgeries as well. Primary Care Research has now started and I and a support colleague have signed up for lots of small studies, such as skin cancer, diabetes and so on. Our list of patients has increased from 8,500 to 8,700. NHS England has predicted that within three years our patient list will increase by another 500 patients, not including any patients from new housing. By 2021 we will need another two full-time doctors, 2 full-time nurses, and a full-time care assistant. We are currently in talks with NHS England to see if we can expand the premises, but with all the changes within the NHS it is very difficult for us. Our triage telephone system is working very well. I wasn't very keen about the triage when it was discussed two years ago, as I like to see patients face to face, rather than talk to them over the phone. We have been to lots of training with the Royal College of General Practitioners (RCGP) including telephone consultation training. We will work the pilot scheme for three months and if it doesn't work out we can always change it or revert to the old way, depending on patient feed back. But with the large number of phone calls (100 - 130) each day, we can accommodate in an emergency. If you want to see any doctor the waiting time is two to three weeks, but if you wish to see a particular doctor then the waiting time is three to four weeks. Because it is very busy, we are aware that staff morale is very low, particularly as we are open from 08:00 to 18:30 hours and the pressure is constant. We have formed a Salsa dance club for the doctors and nurses every Monday at 07:00 hours which promotes a more relaxed start to the week. The surgery has released a new practice leaflet which has had good feed back. If you have any feed-back on it please let the surgery know. John Legget asked about chiropodists in the area, and a short discussion followed.

7. NHS News Items:

Melvyn Cox was going to give a report about the PPG Summit to take place today, Thursday 17 November, but we received an e-mail from Richard Miller on Tuesday the 15th forwarding an e-mail received from Simon Morgan, on the same day, who stated the following "As you know we had arranged for the PPG Summit to take place this Thursday (17 November). Unfortunately, we've had very few PPG members who have confirmed their attendance so, with regret, we will be postponing the summit and will look to rearrange it for 8 June 2017 (during PPG Awareness Week). Apologies to those who have responded and I hope this does not cause any inconvenience." I received an e-mail today telling me about a new paper that has been drawn up by the CCG titled "Sustainability & Transformation plan for NE Essex and West Suffolk, for the next five years". It only arrived this morning and I haven't had time to read it. I'll report on it at the next meeting in January, if it includes items of interest to us. The Colchester Community Volunteer Service has got a series of winter warmth road shows. I've got the dates should anyone be interested.

The CCG Essex Community Hospital is to decommission the Vision Training Clinics. I was reading reports from The Nuffield Trust and the entire workforce morale in the NHS is considerably down and is a greater threat than the lack of funding.

They are asking the government to address a £1.9B deficit for adult social care.

Hospitals around Britain are expected to overspend by £850M this year - 3 times up on the previous estimate.

8. AOB:

Judy Bishop gave thanks to the Committee, and asked Dr Nambi to take our thanks to the Surgery for all the good work done. Melvyn gave a round of thanks from the Committee to all members present.

9. Date and Time of Next Meeting:

(No meeting in December)

Thursday 19 January 2017 at 6:30pm in the Mitchell Room.

Melvyn thanked everyone for coming to the AGM; wished everyone a very Merry Christmas and a very Happy New Year.

The meeting closed at 19:29 hours.

Dates for your diary - proposed PPG meeting dates for 2017:

19 January; 16 February; 16 March; 20 April; 18 May; 15 June; 20 July; no meeting August;
21 September; 19 October; 16 November AGM 2017, no meeting December 2017.

Charles C. Brown
Secretary