

**MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP MEETING
HELD ON THURSDAY 16 JUNE 2016
AT 6.30PM IN THE MITCHELL ROOM, GREAT BENTLEY VILLAGE HALL**

Chaired by Melvyn Cox

Present: Charles Brown, Vice Chair/Treasurer
Dr. George Pontikis, Full Time Partner
+ 13 Members

1. Welcome, Introduction:

The Chairman welcomed everyone to the meeting.

2. Apologies for Absence:

Barry Spake; Alan & Judy Bishop; Gillian Davies.

3. Minutes of the last Meeting:

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

Note: some members present were unable to open the Agenda.

4. CQC Surgery Inspection – The Outcome:

John Leggett spoke about the CQC report and moved that the surgery staff be congratulated for a really good outcome for the report. Seconded by Melvyn Cox. Dr Pontikis will pass on this to Richard Miller who did a lot of work to ensure a good result and is entitled to a lot of the credit. We got good in very single area and we are rated above national average in the vast majority of the criteria. We must improve on the “Continue to identify additional patient who are carers and support carers”. Otherwise, the CQC were happy with the Great Bentley Surgery.

5. NHS Confederation Conference 15>>17 June 2016:

Melvyn Cox stated that the conference was running, yesterday, today and tomorrow and that he was hoping to report on what was discussed, but can only really tell you what was going to be discussed. One of the things is improving help to carers. They held a small survey between 120 respondents to a “Health & Social Care” survey. A number of employees in the health service now reckon that the morale is so low that the health service is effectively broken. They welcome the latest injection of funds, which I believe is a promise of £112 million, but the morale is extremely low. The Chief Executive of the Nuffield Trust, Nigel Edwards, is putting forward how services can deliver productivity savings as outlined in Lord Carter's report i.e. “How can we get more for less money”. Candace Imison, Director of Policy, also of the Nuffield Trust, is discussing about reshaping the workforce to deliver the care patients need; but I suggest that means cuts. We may know more next month.

6. Surgery News – Dr George Pontikis:

Firstly we are having a sign put outside the surgery to help patients, who attend for the first time for extra services etc. to find us. Secondly, Dr Beth McLean will be leaving us in the beginning of October for maternity leave. In August another doctor will be joining us and she will be with us for a year. I've already mentioned the CQC report and we are all very happy with that. We appreciate the PPG input, according to the CQC inspector's feed-back. Dr Bhatti, who sits on the CCG Board every Tuesday afternoon, will be taking a sabbatical from it, for a few months, so she will be taking clinics on Tuesday afternoons so that will help with more routine appointments, but Richard Miller will continue to sit on the CCG for the time being. Dr Nambi will be doing more research based activities which will benefit us. On Saturday the 2nd of July 2016 we will hold a “Strategy Meeting” with all the Partners; Richard Miller; Sue Webb, etc., with a view to see how the practice will be going to progress in the future, as we are struggling a bit with our routine appointments in terms of waiting times. We have been trying the triage system, which I think is working quite well. Is everyone here happy with it?

If you need to be seen urgently, wish to speak to a doctor it is of great use, although some people have been exploiting it. The triage system will be continuing for the foreseeable future. We are looking for other kind of avenues of how we can manage demands especially in the winter months. So if you have any opinions, any ideas please give feedback to us in time for our Strategy Meeting 2 July.

7. Open Forum – Any topics from the floor:

Q. I've heard that a couple of doctors have moved upstairs and there is concern that time will be taken for the doctors to come downstairs to see the patient. **A.** (Dr Pontikis) Dr Bhatti and Dr Nambi are upstairs, the other doctors are downstairs. We have a spare room fully equipped and available for patients to be seen. When booking an appointment with the receptionist advise the receptionist, that you can't manage the stairs, so that it can be entered on to the computer to make the doctor aware. A discussion took place regarding the problem of parking to attend the surgery. Melvyn Cox to speak to Richard Miller concerning this. Parking was originally intended to remain in Forge Lane, but the passage way between Forge Lane and the surgery has become overgrown by the hedge. Dr Pontikis said that he would make arrangements to have it rectified.

8. Any Other Business:

Melvyn Cox announced that "A Learn and Share Event" will take place in Cambridge on the 22 of September 2016 from 09:30 to 15:30 hours and is for members of support groups and volunteers affected by long-term conditions. If anyone wishes to attend contact Melvyn Cox on 01206 250311. Dr Pontikis asked if anyone had any questions or comments. John Leggett praised the surgery and compared it to some surgeries in the Clacton area.

Q. Can the surgery close its books to new patients? **A.** Dr Pontikis: No it can't. Only under certain circumstances if for instance they do very badly from a CQC point of view, and they need to make certain improvements then the surgery is put on hold so they can't register new patients. **Q.** How often does the surgery do home visits? **A.** Dr Pontikis: We do home visits to about 2 to 8 patients every day. If patients require a home visit it would be appreciated if they could contact the surgery before 12:00 noon. We try to reserve home visits for people who are generally housebound, very very sick, cancer patients, palliative care and that sort of thing. Usually it is done by the doctor who is not on call – the lunchtime visits – and after that it would be down to the on call doctor after surgery. The triage system is operated by two doctors on a Monday morning from 08:00 to 10:00 hours then it is just one doctor. We get approximately 110 calls on a bad Monday morning, with a reasonable amount being about 80, and on the rest of the week anything between 50 to 70 calls. The triage doctor has to arrange appointments and with a bit of juggling we do our best to make the arrangements.

9. Date & Time of next meeting:

Our next meeting will take place on Thursday 21 July 2016 at 18:30 hours in the Mitchell Room. (NOTE: no meeting in August).

Dr Pontikis was thanked by those present.

The meeting concluded at 19.09 hours.

Charles C. Brown

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