Minutes of the Great Bentley Patient Participation Group

Thursday 16 October 2014

Chaired by - Melvyn Cox Present: Barry Spake - Communications Manager Dr Freda Bhatti - Practice Richard Miller - Practice 12 members/visitors present

1. Welcome and apologies for absence

Chairman welcomed everyone to the meeting and recorded apologies received from Cllr Lynda McWilliams, Jan Fisher and Anna Winter.

2. Minutes of last meeting

The Minutes were taken as read and agreed without objection. (1 small point was noted but amendment not needed.)

3. Outreach Report - CHUFT PALS Complaints Progress Meeting

Judy Bishop reported that the Complaints procedure at Colchester Hospital has changed and is now split into two sections - The Complaints Progress Group which is 'open' to attendees and meets monthly and The Complaints Management Group which meets 'Privately' every other month.

The only reported achievement by 'public' attendance has been to get the PALS auto answer message to include a reference to The Duty Matron at the Hospital.

It was also reported that The Director of Nursing D. Hackett has departed, circumstances uncertain.

4. Outreach Report - Visit to a Joint Meeting of the local PPG's

Melvyn reported that he had visited Walton on 6th October 2014 and that due to poor weather the meeting was not well attended. However the 'smaller' meeting had enabled some relationships to develop with other PPG's which may otherwise not have occurred.

The Kirby Cross Surgery, which is currently a satellite of Walton is being sold to Thorpe Surgery. This should enable Thorpe to expand their patient base whilst Walton may shrink theirs, both situations being a desirable outcome. Patients will choose which Surgery they will register with.

There was some discussion regarding understaffed surgeries (particularly Frinton) and the number of patient consultations, per doctor, per week, that each of the local surgeries might achieve. To this end it was agreed that each PPG would supply these figures for collation by Walton and discussion at the next meeting.

5. Hollies Surgery News

This item rearranged from item 7 on the agenda to accommodate the early departure of Dr Bhatti (hot date! M).

Dr Bhatti advised that 2 student doctors are visiting the surgery for 1 week commencing 3 November 2014 to get some 'hands on' training. Two members agreed to be 'guinea pig' patients.

Also a reminder that Flu jabs are still operative.

The Surgery as a member of GP Primary Choice are bidding to win the contract with NEECCG for the joint services of : - Wound Care Warfarin Monitoring) together these services

Deep Vein Thrombosis + 1 Other) are worth Approx £1.2M

Reporting on the shift towards 'Private Companies' contracting for NHS work, it is now noted that 56% of all contracts now are in such 'Private Companies' control.

If we are to protect services and keep them within GP control we should all 'Lobby' the CCG to this effect. Barry Spake offered to send out a draft letter for members to complete. Melvyn asked for everyone in the PPG to please participate in this. It's importance cannot be overstressed.

Susan Henderson suggested that we look at the web site 38 degrees for making our protests. (*More on this will follow. M*)

<u>6/7. Outreach Report – NEECCG Board Meeting/AGM</u>

Judy and Alan Bishop detailed the key points from these meeting and for a change, were able to say that they had found the meetings encouraging.

The Health & Safety Executive have visited Colchester Hospital and reviewed the functions of Microbiology, Asbestos, Manual Lifting and Legionnaires Disease - passed on first three, but last item have called for extra reports/information.

The Hospital will hold a 'Perfect Day' event on 26th November 2014. Administrative Managers will 'pitch in' and assist all medical departments in achieving best results. On the same day a new computer system goes live! (*Good luck on that! M*)

Money has been made available for a Mobile Theatre.

The Hospital expects to have a deficit of £15.5M by year end and is currently spending £2M each month on temporary staff.

8. Any Other Business

Barry Spake advised that with the help of his son he hopes to produce a page on 'Facebook' to promote the PPG.

7.Date and Time of next meeting

Melvyn announced an extra meeting at 5.30pm on Friday 7th November 2014 when local MP Bernard Jenkin will attend and take our questions. This is hoped to be a truly 'bumper' evening and all members are encouraged to attend. Light refreshments will be available. E-mails have already been sent to our members.

Our AGM is on Thursday 18 November 2014 6.30pm Great Bentley Village Hall - Mitchell Room. Again your attendance is needed to secure a working Committee for next year, please support your PPG at this important annual meeting.

We will also vote at the AGM on 'skipping' the usual December 2014 meeting. This is due to having 2 meetings in November 2014 and the fact that December is a difficult month in which to expect meeting attendance.

Melvyn Cox Chair PPG (In absence of a Secretary) Someone please help me!!!