

Minutes of the Great Bentley Patient Participation Group

Thursday 17 July 2014

Chaired by - Melvyn Cox

Present :

Charles Brown - Vice Chairman/Treasurer

Barry Spake - Communications

Sharon Batson - Secretary

11 members present

1. Welcome and apologies for absence

Chairman welcomed everyone to the meeting with a special welcome to Dr O'Reilly and Dr Chumbley
Apologies received from Dr Bhatti, Richard Miller, John Leggett

2. Minutes of last meeting

Agreed

3. Guest Speaker – Su Gordon-Graham (senior manager NEECCG)

Unfortunately the guest speaker was unable to attend so sent 2 colleagues in her place, Jo Broadbent and Valerie who gave the presentation on Community Engagement for developing Care Closer to Home Services – (notes from slide show attached)

Questions following presentation

Is there a plan to take service from surgeries?

GP to provide gateway to services to allow better support

Will there be more staff in the community?

Making the services more integrated and aligned should allow more efficient use of the current staff

A general discussion agreeing that this was a good idea but in reality communication would be a problem and will take time to implement and money that is not available. May need to use volunteers to pass on information and to inform elderly people that accepting support may ultimately help them keep their independence

Where is the one number?

Health and Social Care Call Centre

The consultation will be from different clinical areas to gather research from. Procurement proposal from this will be autumn 2014.

General feeling was that things need to be kept simple and allow doctors to spend their time diagnosing.

Dr Chumbley gave an outline of Singlepoint, which is an end of life care service, which is operated through one number and works very well

Jo asked the meeting what defines good experience?

Accurate and swift diagnosis, correct referral and speedy treatment time.

That the experience works and being put through to the right person and being able to remain in contact with the same person

Care Plan- provides a care plan manager who controls all the care from different departments.

Dr O'Reilly mentioned the "choose and book service" had been working very well but unfortunately will not be available in 2-3 years time.

Judy Bishop asked if surgery could put something in the parish magazine to reassure the residents that the development of new homes will not put the surgery under pressure , Dr O'Reilly advised that Mersea Homes had already contacted the surgery and they had been advised that there is spare capacity for new residents.

4. Outreach Reports – Colchester Hospital Focus Group

Judy Bishop gave an outline of what the focus group does in its capacity to deal with complaints. The service is generally improving but there is a lack of communication from top to bottom.

5.Hollies Surgery News

Dr Chumbley advised that every patient 75+ will now have a named doctor who will be available for general practice.

Admission Avoidance Plan

2% of people most at risk of going to hospital, how can we work together to keep out of hospital

Expanding places for student doctors

Waiting times have now been reduced.

8. Any Other Business

None

9.Date and Time of next meeting

Thursday 21 August 2014 6.30pm Great Bentley Village Hall - Michael Wright Room