

# MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION MEETING

HELD ON THURSDAY 17 SEPTEMBER 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  
Richard Miller, Practice Manager  
Dr Pontikis, Practice Partner  
+ 5 Members

## 1. Welcome and Introduction

The Chairman welcomed everyone back after our summer recess. With a special mention of Dr Pontikis, newly returned to our practice.

## 2. Apologies for Absence

Apologies received from several members.

## 3. Minutes of the last Meeting

No points were raised and the Minutes were approved by those present.

## 4. Discussion Topic - Repeat Dispensing Vs. Repeat Prescribing

Melvyn outlined the reason for the topic as being brought to his attention by a 'Virtual Group' member who has been experiencing difficulties with obtaining correct/timely prescriptions from the Green Pharmacy. It was also explained that they were also usually one of several people there having the same problem.

At this point Richard Miller kindly explained the difference between the two methods of getting repeat prescriptions, in case it was not already clear to everybody.

Melvyn continued saying that whilst it was evident that this was primarily a Pharmacy problem it was likely to impact upon the Surgery as people may ultimately stop using the 'Repeat Dispensing' service and wish to revert to the 'Repeat Prescribing' service. This will involve the Surgery with a little more work and will probably feel like a retrograde step to our Surgery. He added that if the Pharmacy could bother to be proactive with the 'Repeat Dispensing' prescriptions held, that they could know in advance what medications to bring into stock at appropriate dates. Instead of this they appear to be acting reactively, obtaining the medication only AFTER the patient placed their request. In some cases this means that the prescription is not complete when the collection day arrives.

Richard added that the proactive route IS indeed the way in which the scheme is intended to work. He stated that he was aware that this occasionally gave rise to problems at the point of collection of the medication. Whilst the Surgery has no direct control over how the Pharmacy works, the Surgery does have regular monthly meetings with them to discuss how things are progressing.

So he will raise this matter with them, in the hope of obtaining some improvement in the processing of the dispensing of the repeat prescriptions that they hold.

## 5. **My Social Prescription -**

Melvyn explained that the scheme is intended to operate within a surgery and offers help or guidance to people who have non-medical problems they have not managed to address. He added that having brought this concept to our PPG we had originally obtained 5 volunteers for this project. Now however, most have dropped out leaving just one. The managers of the scheme do not allow just one person to operate alone within the Surgery and thus our sole trained operative, Jan Fisher is currently working out of a Colchester surgery. Here Melvyn asked Jan to give a brief account of how this was working.

Jan said that she very much enjoyed helping the community in this way, it was both satisfying and rewarding. However she really wanted to bring it to our Gt Bentley surgery where it belonged and asked if anyone felt inclined to join in the scheme.

Despite the low attendance at our meeting, we incredibly received two offers. Jan took details and will forward the names for appraisal and training. We hope to start the scheme within the Surgery as soon as possible.

(Anyone reading this who would also like to enrol - do please make contact!)

## 6. **CHUFT Update -**

Melvyn announced that Colchester Hospital is to get a new Chief Executive. Frank Sims is to join on 1st December 2015 having previously been in a similar job for another health authority. Melvyn read a couple of quotes that Frank Sims has placed on public record announcing his aspirations for the job. However, having heard such platitudes many times before our small audience found his remarks highly amusing and we will have to wait and see whether his actions can match the talk.

## 7. **Hollies Surgery News -**

Richard announced that the Surgery was delighted to welcome back Dr Pontikis to the Surgery as a partner and also Sister Sue Webb (Diabetes specialist nurse) would be returning to us on 1/10/2015. Both announcements were met with applause.

The Surgery commences Flu jabs in October, the dates are as follows :-

Thurs. 1/10/15          Sat. 3/10/15          Mon. 5/10/15          Wed. 7/10/15          Sat. 10/10/15

and also at Little Clacton Hall on Tues. 6/10/15 and Tues 13/10/15

Early booking is advised.

## 3.

## 8. **Any Other Business -**

9.Melvyn asked what the current waiting times were at the Surgery for non-urgent appointments, Richard responded that this was around two weeks. Melvyn advised that he had recently waited 4 weeks just to see the nurse for a Diabetes blood/urine/weight/feet check and that this seemed rather long. Richard said that this was exceptional and should this happen again it should be brought to his attention for investigation.

10.

11.9. **Date and Time of Next Meeting:** Thursday 15 October 2015 at 6:30pm in the Mitchell Room.

12.

13.The meeting closed at 19:40.

14.

15.Melvyn Cox - Chair

16.(In Secretary's absence)