

MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP MEETING

HELD ON THURSDAY 18 FEBRUARY 2016

AT 6.30PM IN THE MICHAEL WRIGHT ROOM, GREAT BENTLEY VILLAGE HALL

Chaired by Melvyn Cox

Present: Charles Brown, Vice Chair/Treasurer
Judy Ward, Secretary
+ 12 Members

1. Welcome, Introduction

The Chairman welcomed everyone to the meeting.

2. Apologies for Absence

No apologies had been received from members.

No-one from the surgery will be attending tonight's meeting. Richard Miller had sent an email apologising and explaining that the five doctors will attend the PPG meetings on a rota basis (10 meetings per year). It was noted that Dr George Pontikis is currently on his honeymoon.

Barry Spake, Communications Officer, was absent.

3. Minutes of the last Meeting

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

4. The Big Care Debate 2 – Invitation to participate

This is an invitation to have your say on health and social care services across North East Essex.

There are two dates: Tuesday 1 March at 7pm in Colchester; and Thursday 3 March at 3pm in Clacton. The focus is the care of the elderly at home.

Melvyn said he will go on our behalf.

5. CHUFT Report of 19 January 2016: Outcome and Ramifications

Judy and Alan Bishop were not in attendance at this meeting and, therefore, did not have anything to say.

Melvyn informed the meeting that the latest CHUFT Report dated 19 January 2016, states that the hospital is still in Special Measures. There have been some improvements such as nursing but there are failures with regard to safety measures relating to diagnostic equipment; appliance testing failures including inadequate safety in surgery. Also A&E, CC, Maternity and Gynaecology need better improvements. It will take a long time to get overall improvements. Some things have gone forward and some backwards.

Discussion took place:

Judy Bishop commented that the rating was disappointing. She also commented that during a recent visit, she and Alan had seen beds in the main corridors. Beds were screened off but it was upsetting to see patients in this situation, especially patients with understanding difficulties such as dementia.

Melvyn commented that he was very frustrated that family hospital tests had been cancelled at the last minute. These were to take place on a Sunday but cancelled when he and his wife arrived at the hospital which is unnecessary and unacceptable. The hospital could have phoned in good time.

Judy Bishop also commented on the Parliamentary debate regarding social care and the proposal that the NHS and Social Care will come under one budget rather than two culminating in taking the argument of finance away.

The CHUFT Report is available via: <http://www.cqc.org.uk/provider/ROE>

6. Attendance Report of Tendring District PPG Meeting on 17 February 2016

Melvyn attended this meeting. There was a seventeen page Agenda. The local area was represented including Clacton, Weeley, Walton and Colchester.

- The CCG wants to work more closely with the PPGs. Some PPGs work with the Health Forum; some do not.
- Proposal to make a panel to attend the meetings and report, via the Health Forum, to the CCG.
- Melvyn is happy to put names forward. 8 will sit on a higher committee eventually.
- The CCG will have to change the rules and regulations to allow this to happen.
- Xrays at Harwich Hospital: previously these had been the subject of complaint, but the CCG had investigated and found that the issue was now resolved.
- PPG Awareness Week: trying to promote this again for June. Any suggestions? Melvyn said that the Committee spent a lot of time last year and only gained two new members. This year Melvyn proposes we use the matrix display at the Surgery. Melvyn is happy to be the main point of contact.

A discussion took place about the current situation with regard to obtaining a doctor's appointment – there seems to be a long wait. Also a patient had experienced great problems in securing an appointment within the time scale required for her Medicines Review. She had asked for the details of the PPG and the receptionist had not been particularly helpful.

There was also discussion about the booking of medical reviews.

Melvyn reported that in a recent issue of the Clacton Gazette there was a survey of GP surgeries in North East Essex. He thought that the survey may be based upon the "Friends and Family" response forms. (Now known that this is not so – a random sample was selected) Melvyn was extremely disappointed to learn that The Hollies ranked 17 out of 42 surgeries. Richard Miller has complained about this result.

It was noted that the village planning application for 75 new homes had failed; but the figure had been reduced to 50 (and this is apparently 'the' number that the authority more easily accepts).

- Information published by the Nuffield Trust was mentioned – apparently quoting that two fifths of the overall NHS spend was on patients over 65 years of age.. By 2039 nearly ¼ of the population is expected to be over 65.
- The NHS has breached its 18 week target for treatment for the very first time in its history.
- Pro capita spend – England is less than Scotland, Ireland or Wales.

7. AOB

- There is a bit of a mystery with regard to a part of the automated telephone message at the surgery not working. This will be reported to Richard.
- Melvyn will speak to the Surgery re the Clacton Gazette's Report of The Hollies being in 17th place. Although Richard has challenged this already through a blog message.
- Melvyn will pursue the Medicines Review time queries raised of 30 days and more.
- Waiting times for appointments were discussed at the District PPG Meeting: some surgeries offer same day appointments as routine; some are not triaged. A few surgeries open at 0800.

8. **Date and Time of Next Meeting:** Thursday 17 March 2016 at 6:30pm in the Mitchell Room.

9. Melvyn thanked everyone for coming to the meeting which closed at 19.40.

Judy Ward
Secretary