

**MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP MEETING
HELD ON THURSDAY 18 MAY 2017
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
Diane Miles, Secretary
Surgery Guest Dr. S. O'Reilly
+ 16 Members

1. Welcome:

The Chairman welcomed everyone to the meeting and our Surgery Guest Dr. S. O'Reilly.

2. Minutes of Last Meeting:

No points were raised and approval for the minutes was given.
Apologies that had been received were read out and noted.

3. NHS Cyber Attack:

Melvyn Cox asked Dr O'Reilly if the surgery had encountered any problems? Dr O'Reilly reported that the surgery had not had any problems as Richard Miller always kept the surgery IT systems up to date, and a couple of security updates (patches) were installed to the operating systems during the Saturday and Sunday, by Richard, ensuring that the IT system would run without trouble. The surgery did have trouble when contacting Colchester General Hospital, as most of the hospital telephones were also out of action due to the cyber attack, which made it difficult and time consuming to make contact with doctors and consultants. A general discussion took place regarding the Cyber Attack, with Melvyn Cox providing those present with statistics of the NHS IT problems within the NHS.

4. Hollies Surgery News - Dr. S O'Reilly:

Dr O'Reilly gave those present some key performances for the surgery. The DNA's for April was 59, the lowest that it has ever been. The length of time for a routine appointment has gone up to 18 days. Two reasons being that April is a busy month with school holidays etc., and that the CCG did provide funding to provide extra GP sessions during February and March which has now ceased. Ear Irrigation (Syringing) takes 80 hours of nursing time per year which is about 12 days work for one nurse. The surgery doesn't have a contract for ear syringing, but has done it as an additional (unpaid) service. Other GP surgeries have stopped providing this service. What this means is that the patient will still see a Doctor or Nurse who will examine the ear and if wax is present will advise the patient to go and buy a bulb type syringe, which only costs a few pounds and works really well. If we are aware of any concerns or problems with the ear then we will still carry out the syringing. Nothing to report on the new surgery. Richard has put a lot of time and effort into a feasibility study which unfortunately is not funded. Meetings still continue. A discussion took place regarding builders and the proposed new surgery.

5. PPG Awareness Week 19 – 24 June 2017:

Those present discussed the actions that we could take to promote the event. Melvyn Cox to make contact with Richard regarding an announcement on the surgery patients display screen.

6. NHS News Items – Open Forum:

Melvyn Cox asked those present for any comments. Judy Bishop spoke about the situation at Broomfield Hospital, Chelmsford.

7. AOB:

Anglian Community Enterprise, at Clacton Rugby Club, hold sessions every Thursday from 12:30 to 16:00 hours to treat leg ulcers. You can also have a cup of coffee or tea when waiting.
A social evening on Friday 09 June 2017 18:30 to 19:30 hours "Friday Night is Music Night" at St Andrews Church in Weeley with singers and entertainers for an hour, with refreshments, with proceeds to share between the church and Weeley Residents Association: tickets £5.00. Contact: 01255 830778 or the website <http://www.essexinfo.net/weeley-residents-association/>

**8. Date and Time of Next Meeting:
Thursday 15 June 2017 at 6:30pm in the Mitchell Room.**

Melvyn thanked everyone for coming to the meeting.

The meeting closed at 19:20 hours.

Dates for your diary - proposed PPG meeting dates for 2017:

15 June; 20 July; no meeting August;

21 September; 19 October; 16 November AGM 2017, no meeting December 2017.

Charles C. Brown
Acting Secretary