

MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION MEETING

HELD ON THURSDAY 18 JUNE 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 F Bhatti, Senior Partner
+ 13 Members

1. Welcome and Apologies for Absence

The Chairman welcomed everyone to the meeting and among others gave the apologies of our Secretary Judy Ward who was unable to attend.

2. Minutes of the last Meeting

No points were raised and the Minutes were approved.

3. CCG Board Meeting Report – Alan and Judy Bishop

Judy and Alan said there is a new HR Director who appears to be enthusiastic, although it is noted that he is interim only. The current financial deficit is £25M and growing by £800K per month. Complaints are still at high levels and although old complaints are being tackled, new ones are not being dealt with promptly and are thus falling foul of time limits and likewise becoming part of the 'backlog'.

The Hospital continues in "Special Measures" and this is likely to continue for some time. The Board Chairman stated that he did not wish to still be discussing such poor statistics in another 12 months time.

The current Board comprises 18 members with 2 of these being 'Interim'.

4. Update on the sad death of Alan Judy Bishop's friend Audrey

Judy gave an update on the responses that they had received from CHUFT and of a personal visit that they had received from Barbara Stuttle CBE, Director of Nursing at Colchester. Neither of these were considered satisfactory. Some of Barbara Stuttle's explanations were described as misleading and the Hospital signage that she directed Alan & Judy to observe was proven to be non-existent. (Photographic evidence)

Judy advised that the personal visit resulted in Barbara Stuttle stating that the entire matter would *again be reviewed* in the light of JB' & AB's dissatisfaction with her responses. Nothing has yet been received (3 weeks). Judy's written account of Audrey's sad demise was read to the Board of CHUFT to raise awareness of issues that are happening in their hospital. It was emphasised that this was not a formal complaint but should be seen as "a wake up call". The response was silence.

Alan & Judy advised that they will not continue attendance at Board Meetings beyond the next meeting as they are totally disillusioned with CHUFT's attempts at a cover up and the feeling that no progress is forthcoming despite all the rhetoric.

5. PPG Awareness Week 1-7 June 2015

Barry, then Charles and then Melvyn each gave an account of their activities in the Surgery during PPG Awareness Week when leaflets were handed out and talks to patients were given. 250 leaflets were handed out and it is hoped that more people will be encouraged to join the PPG as we progress.

6. **Hollies Surgery News**

Dr. Bhatti reported the following:

Dr Karen Chumbley has resigned effective of 31/8/15, having been appointed a Director of St Helena Hospice. End of Life Care is of course her speciality and our good wishes go with her for her onward career.

Dr George Pontikis (who was with us briefly earlier on) returns as a partner on 1/8/15 and this met with the universal approval of the meeting.

7. **AOB**

A member raised the matter of the PPG apparently drifting away from it's own "Aims and Objectives". This was not universally agreed upon but did receive support.

Melvyn responded that the PPG had brought topical health issues to the PPG in the belief that it would benefit members to know about such things. Whilst Surgery issues ought to remain top of our list of priorities, there seem to be few, if any, issues, currently needing the PPG's involvement. The PPG Committee remain totally open to members, or the Surgery, suggesting topics for discussion.

Being somewhat surprised by the 'drifting from remit' claim, Melvyn promised to consider the matter more fully and return with a fuller answer next time. He added that any major change in direction might require a change in leadership for this to occur.

8. **Date and Time of Next Meeting:** Thursday 16 July 2015 at 6:30pm in the Mitchell Room. Barbara Stuttle CBE, Director of Nursing is booked to attend as our guest. (!)

The meeting closed at 19:50.

Melvyn Cox
Chairman PPG
(In Secretary's absence)

20 June 2015