

## Minutes of the Great Bentley Patient Participation Group

Thursday 19th February 2015

Chaired by - Melvyn Cox

Present :

Barry Spake - Communications Officer

Charles Brown - Vice Chair/Treasurer

Dr Freda Bhatti (Senior Partner)

Richard Miller (Practice Manager)

13 members and 2 guests

### 1. Introduction & Welcome

Chairman welcomed everyone to the meeting including our guest speakers – Gareth Hartley & Jo Hall

### 2a. NEE CCG Guests - Care Closer To Home

After introduction by the Chairman, Gareth Hartley explained that the "Care Closer To Home" project was now drawing to the end of its consultation period and that they were here to collect our views and feedback.

The NHS wants people to become more responsible for their own health and well-being, this means choosing when to contact a healthcare professional at appropriate times. Also to be self responsible for living a healthier lifestyle rather than relying on the NHS to correct their health when it had gone wrong. It is planned to have a 'single point' of contact, a 'care co-ordinator' and that a care plan would then be formulated. There then followed a Question (Q) and Answer (A) session.

Q. A member asked - What if the patient doesn't agree with the 'care plan'?

A. It is intended that the 'care plan' will be fixed by the patient and thus agreement is ensured.

Q. We have heard that the Local Council can charge for administration - is this true?

A. Possibly yes - for certain aspects of Social Care.

Dr Bhatti added - We must expect to pay for some services in the future, the NHS is unable to fund every aspect of care.

Q. Is the GP likely to be the first port of call?

A. Yes - this is likely to remain unchanged. Although a new computer system will link all aspects of patient's care.

Barry Spake said that he hoped that any new computer system would work better than the last such system that the NHS introduced.

Q. Dr Bhatti asked - what stage proceedings had reached?

A. We are currently formulating the invitations to Tender for services.

Q. Will this involve substantial Privatisation of services?

A. Yes - this is unavoidable.

Q. Will this revised health care still be free?

A. Yes for now - but expect this to change over a period of time.

Q. The Chairman asked - the NHS is clearly trying to obtain services at lower cost and this is surely contradictory in the effort to provide good services?

A. The NHS is basing this equation on 70% Service Quality / 30% Cost.

(This was a 'prediction' at this point and it is now known that the final weighting is 60/40 for Quality/Cost. MTC Chair)

#### 2b. NEE CCG Guests - Urgent Care

It was explained that A & E attendance is rising.

Hospital admissions are also rising.

It is hoped that to ease pressure on these services and to cope with 'Out of Hours' demands a new way of dealing with demand is under consideration attempting to simplify who goes where.

A 'Target' of 4 hours to be seen in A & E will be set.

Attempting to reduce A & E attendance by 10% now and then 20% p.a. Ongoing.

There are currently 3 options to change and a booklet was distributed showing the various options.

Question Time:

Q. The Chairman stated that each of these options appeared to be merely changing the name of the type of service - was there any difference between them?

A. If 'Minor Injuries' units are upgraded they will effectively become A & E units.

Q. Would 'Urgent Care' remain free regardless of which option is chosen.

A. Yes

Q. Will there be 24 coverage.

A. Yes

#### 2c. NEE CCG Guests - Finances

Jo Hall said that the NHS is currently running at a substantial deficit and that ongoing such a position is not sustainable. Thus savings of £14M are needed in our area. The current spend level is £250M.

The Chairman thanked our guests for their attendance and frank answers to the questions raised.

#### 3. Minutes of last meeting

The Minutes of our meeting of 18/12/14 were approved.

A member pointed out that the Minutes of our meeting of 15/1/15 required an amendment to reflect that Bernard Jenkin was the MP for North Essex and NOT for Colchester. Subject to this amendment the Minutes were approved.

#### 4. Essex Air Ambulance

The Chairman reported that we had raised the sum of £30 and that a cheque had been sent to them, copy letter handed to the Treasurer.

#### 5. Hollies Surgery Update

Richard said that a number of people had asked about a mail-shot received from a company called "Pharmacy to U". **WHILST THE SURGERY WOULD NOT WISH TO TELL YOU WHERE TO GET YOUR MEDICATION - YOU SHOULD KNOW THAT THIS COMPANY IS BASED IN LEEDS AND DELIVERS MEDICATIONS**

BY POST. BEFORE AGREEING TO USE THEIR SERVICES YOU SHOULD CONSIDER WHETHER THIS ROUTE IS SUITABLE TO YOUR NEEDS. DR BHATTI STATES THAT THE SURGERY NO LONGER HAS ANY INTEREST IN THE LOCAL CHEMIST ON GREAT BENTLEY GREEN, ALTHOUGH IT IS NATURAL THAT THEY WORK CLOSELY WITH THEM

.  
With effect from 1/4/15 you will be able to view your medication, or a list of allergies, or a Summary of your health care all On-Line.

There is a list posted in the Surgery of a range of medicines that the NHS will no longer allow doctors to prescribe. Dr Bhatti added that we can expect more generic medicines to be prescribed as there is a considerable cost saving.

#### 10. Any Other Business

Next meeting - Thursday 19th March - Michael Wright Room, Great Bentley Village Hall 6.30pm

Melvyn Cox - Chairman  
(In Secretary's absence)