

Minutes of the Great Bentley Patient Participation Group

Thursday 20th February 2014

Chaired by - Melvyn Cox

Present :

Charles Brown - Vice Chairman

Barry Spake - Communications Officer

Sharon Batson - Secretary

Richard Miller (Practice Manager)

12 members

Apologies received from 6 members

1. Introduction & Welcome

Chairman welcomed everyone to the meeting with a special welcome to Linda McWilliams, Conservative councillor for Great Bentley, the portfolio holder for Wellbeing and partnerships.

Matters Arising

Melvyn advised the following amendment to the minutes:-

Charles Brown present as Vice Chairman and has also agreed to be part of the working party for the first surgery funding project.

2. Minutes of last meeting

Agreed

3. Treasurer Post

The vacancy is still available and Melvyn asked the group for a volunteer

4. Survey for "Funding Project".

The working committee to drive the project forward was formed at the last meeting (16/1/14) comprised of Melvyn Cox, Barry Spake, Charles Brown & Susan Henderson.

The WP met the following day (17/1/14) at 2pm with Richard Miller at the Hollies Surgery - it was agreed that 4 of the suggestions collected at the previous meeting would form the basis for a 'Survey'.

The suggestions were: -

Seek to obtain 2 'Disabled' parking bays outside the surgery

Better external lighting for the approach drive beside the surgery

A 'Child Friendly' area in the surgery waiting room.

A dedicated Notice Board area for the PPG to use

Richard Miller volunteered to design 2 surveys - one to be posted online utilising 'Survey Monkey' and the other to be a 'paper' document for completion in the surgery. Melvyn Cox suggested that the survey should run for 1 week commencing Monday 20/1/14 and this was agreed.

Richard Miller asked for a volunteer to count the 'paper' votes and collate these with the online results, Melvyn Cox agreed to carry out this task.

The final results were known on Monday 27/1/14 as follows: - Total Votes 340, Disabled Parking 119, Lighting 106, Child Friendly area 85 and Notice Board 30

Following these results the surgery have agreed to go ahead with the top two choices at the moment and will be looking into a child friendly area in the future.

An electrician has been appointed and has looked at the works required and Richard is now awaiting a quote to provide lighting to the side of the surgery including movement sensors.

The provision of disabled bays will be a longer process, contact has already been made with the Highways Authority but is proving difficult to find who is actually responsible for making a decision.

Linda McWilliams suggested a site visit with the Chairman and the Clerk of the Parish Council, Essex County Council and the District Councillor (Linda), Richard agreed to arrange this and will report progress at next meeting.

5. Outreach to other groups

Thorpe PPG

Barry reported that he and Melvyn had attended the Thorpe PPG meeting , they have 3,500 patients with 2 doctors and a matron. The group has approximately 100 members, with about 20 attending meetings and have been running for 18 months. They did not appear to be well structured and as this was their AGM there was no vote carried out to re-elect committee. They have an annual spend of £475.

The meeting takes place in the surgery at lunchtime, however as the surgery will now be open at lunchtimes they are going to have to hire a hall.

Carol Wood was at the meeting and gave her presentation on "The Big Care Debate" followed by an open question session which was not very well controlled and not forthcoming with any new ideas.

Melvyn spoke to the chairman after the meeting who was happy to work with us if the need arises.

Manningtree PPG

Melvyn reported that he had attended the Manningtree PPG meeting and was made very welcome. They have 5050 patients with 3 doctors and a nurse practitioner. The group has 25 members and there were 7 present at the meeting and have been running for 2 years.

They carried out a 6 page survey for their surgery funding, which ran for 1 month and had 106 replies.

The committee structure is very similar to ours but meeting is led by the practice manager. They are also planning a facebook page and text reminders for appointments.

The group will be happy to work with us, should such an occasion arise.

6. Officers Reports

No reports - There were comments about problems opening emails and Barry requested that we just advise him and he will send in an alternative format. Barry is due to have an operation and will therefore be out of action for 8-12 weeks so all communications to be sent to Melvyn

7. Hollies Surgery News

"The Care Data Project" which is a government programme allowing GP surgery data to be uploaded to the public domain, this has been deferred for another 6 months, however if anyone does not want to be involved in this just advise the surgery. There followed a general discussion about security issues.

Out of Hours project - the surgery has just been given funding for a 7 week pilot of 12 appointments for a Saturday morning. These are pre-booked appointments only and the surgery will be operating with a receptionist and 1 doctor only. The appointments are being offered when patients ring to book general appointment.

There was general discussion about how these were being allocated and why patients had not been made aware of this before it happened. Richard advised that they had been given very little notice of the funding and therefore had to get it in place quickly. At this stage it is not known what will happen after the 7 weeks but the meeting felt it would be a good idea to try to gather information regarding out of hours appointments to provide evidence to support further funding for this. A survey was suggested to enquire as to times of out of hours appointments and who would use this, with priority given to working patients - Richard agreed to look into this.

8. Open Forum

Melvyn asked the meeting if they had any ideas or suggestions as to what could be included in future meetings.

An offer of a talk on Lasting Power of Attorney was put forward and agreed.

Also to ask the surgery if they have any ideas/projects they would like the group to deal with.

9. AOB

Melvyn advised that Dr Shane Gordon who is the Clinical Commissioning Group Chief Officer will be attending our next meeting and will be taking question about the future of the NHS and it is important that as many people as possible attend this meeting.

Meeting closed at 7.40pm

10. Date of next meeting

Thursday 20th March 6.30pm Great Bentley Village Hall - Michael Wright Room

Sharon Batson - Secretary