

**MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP MEETING  
HELD ON THURSDAY 20 OCTOBER 2016  
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  
+ 14 Members

**1. Welcome. Introduction:**

The Chairperson welcomed everyone to the meeting.

**2. Apologies for Absence:**

Lynda McWilliams; Peter Balbirnie; Beryl ?; Wayne & Sharon Whittaker.

**3. Minutes of the last Meeting:**

No points were raised and approval of the minutes for 15 September 2016 was given.

**4. PPG Liaison Meeting 19th October 2016 - Melvyn Cox:**

This was a very interesting meeting, with discussions taking place among ten or so other PPG groups. Patients having to talk to the receptionists in private was a major concern, as some of the surgeries lack the facilities that we have. Melvyn explained to them that we use a telephone triage system that works quite well. Some of the surgeries do a walk-in in the morning, with appointments in the afternoon. A few of the surgeries tried it and found that it didn't work and discontinued the trial. All the surgeries present spoke of concern over the continued building of houses and the problem it created for schools and surgeries. East Lynne Medical Centre (Clacton-on-Sea) which was under threat of closure has been taken over by another company. NHS England require GP's to send them a list of patients who have not attended a surgery for five years. Before a patient is removed from a list several letters will be issued to them. It was discussed at the meeting that the average ratio of patients to doctors was 2,000 and as no set figure exists the forum will seek to obtain an official ratio from NHS England to use as a guideline. Frinton Road Surgery and Great Clacton Surgery will shortly amalgamate and move to Trinity House which is in the process of being developed. November 14 - 18 is self-care week and we have been asked if we can do something to promote it and I await the Chair of the Liaison Committee to contact me shortly. John Leggett spoke about a phone call scam that could catch out some of our members. Melvyn spoke about pharmacies that are supplying and charging for Flu jabs, instead of patients obtaining them from the GP. A PPG summit is taking place at Colchester on 17 November 2016, if anyone is interested in attending.

**5. Surgery News:**

Did not attend.

**6. Council of Governors' Meeting - Judy Bishop:**

A group of people who are Governors of the hospital took part in a meeting and it was quite interesting as much as there are a group of people who sit round a table to discuss problems, when only a few speak-up, such as Lynda McWilliams and us. One of the things that the Chair was passionate about was to get smoking stopped outside the hospital doors and within the ground as well. There is over 2,000 members but only a handful attend. The new Chairman, David White of the Ipswich Hospital Trust, took that part of the meeting, with the Director of Finance, and Barbara Stuttle (Director of Nursing and Quality) who retires in December. They have enrolled a firm of consultants, at great cost, to give direction in the future of company matters. The most important thing of all is that they have now admitted that the hospital was as bad as we certainly said it was. David White said that when they took over they were expecting to find it very bad because of the CQC report, but they actually found it far worse. Many apologies were made and an admittance was made that they realized that patients had never come first. They were very open about it. All

the things that Alan and I had brought up to their attention they were apologising for. Changes to where the Ward Sisters are stationed. Attempts to raise morale are proving quite difficult. Language barrier to communication is still a problem, as is the level of care on the wards. Barbara Stuttle was very contrite and she admitted that she had not spent the time making sure that the nurses were carrying out their duties properly. It will be three years in November since Colchester Hospital was placed in special measures, and we have no idea when that will alter. John Leggett spoke about a nurse who went to administer treatment on him, hadn't even checked his name to ensure that he was the correct patient. Judy said that it was going to be very difficult to be able to put things right when running two hospitals. So much could be done that would not cost anything, by just changing to good working practice. Alan Bishop raised three points: 1) Last year the hospital was in deficit by £25m: this year the deficit is £47m. but they are being supported by the government. 2) Pathology and Histology Departments, which has been based at Severalls, has now moved to the main hospital in Turners Road, after spending £1.9m on updating and modifying the building. 3) Because we have only one Chief Executive and one Chairman between Colchester and Ipswich Hospitals they are recruiting a Managing Director to run each hospital.

#### **7. New Housing in Our Area - Melvyn Cox/Alan Bishop:**

Melvyn Cox read out a newspaper article from The Brightlingsea Chronicle concerning 150 new homes in Plough Road, Great Bentley. A discussion took place concerning the Great Bentley Local Plan as originally submitted and the consequences thereof. Alan explained the Planning obligations, also known as Section 106 agreements, concerning the school and the surgery.

#### **8. Latest NHS News:**

Melvyn spoke about the Sustainable Transformation Plans (STP) and how it will be better when these can be implemented but they need to trim expenditure whilst expanding services. A study of the NHS to see if it is actually sustainable into the future was done by the Office for Budget Responsibility ( [budgetresponsibility.org.uk](http://budgetresponsibility.org.uk) ) and they have declared that the NHS can be fully funded until at least 2030.

#### **9. Any Other Business:**

Judy Bishop mentioned that the surgery waiting room area was looking a bit shabby and there was a suggestion of decorating help by PPG members. Melvyn to make contact with Richard on this issue.

(This has been done but the Surgery cannot accept our offer as the CQC are extremely strict about Health & Safety matters and the merest suggestion of uninsured persons doing such work would invoke an investigation. However, Richard was visibly touched that the PPG would consider doing this and asked me to pass on his thanks. For his part Richard will bring up the state of the decor with the partners at the next practice meeting. Chairman, Melvyn)

It was mentioned that at Colchester Hospital a patient was handed tablets by hand by a nurse who reeked of cigarettes and was wearing an outside coat.

Melvyn reminded those present that the next meeting would be the AGM, and that he would be sending out ballot papers.

#### **10. Date and Time of Our Next Meeting:**

Our next meeting will take place on Thursday 17 November 2016 at 18:30 Hours in the Mitchell Room. This will be our AGM so do please attend and vote.

If you cannot attend please vote by e-mail.

Meeting closed at 19:45 hours.

Charles C. Brown  
(Acting Secretary)