

Minutes of the Great Bentley Patient Participation Group

Thursday 21 August 2014

Chaired by - Melvyn Cox

Present :

Charles Brown - Vice Chairman/Treasurer

Barry Spake - Communications

Dr Freda Bhatti - Practice

Richard Miller - Practice

2 Guests from IC24

27 members/visitors present

1. Welcome and apologies for absence

Chairman welcomed everyone to the meeting and as there were new faces present, introduced the members of the Committee.

Apologies received from Cllr Linda McWilliams, Sharon Batson, Others

2. Minutes of last meeting

Agreed

3. Guest Speakers – Marie Martinalli & Simon Ingate (senior managers IC24)

Marie and Simon outlined how the 111 Service is operated and how their organisation fits into the service. The 111 service operates alongside the existing 999 service but is intended for "Out of hours" where the use of a doctors surgery is unavailable but where the matter might not warrant using the 999 emergency service. It can also be used during normal surgery times but only as an information resource. All calls are answered by a trained operator who also has the resources of Paramedics and Registered Nurses. There is a 'Target' of answering 95% of all calls within 60 seconds which is currently adequately met. The average response time is just 15 seconds.

Once the service has been initiated, a report will follow to GP for information.

IC24 who operate this service for the whole of the Essex area is based in Ashford Kent and the 'call centre' is based in Ipswich.

When asking whether our members had used the service there were 4 positive responses saying that the service had proved good to use. However one visitor was vehement in condemnation of the service as being 'unhelpful' as they had been misdirected to a hospital (Clacton) that proved unable to help them and that they had then to travel to Colchester for assistance. Also stated that the initial telephone call had involved too many 'poor' questions. When expanded upon, it appeared to Dr Bhatti that the 'call centre' had acted properly since diagnosis was more complicated than the caller had thought.

There was some criticism from the floor that the 'Launch' of this service had been so low-key that most of us had missed it completely and even those that had heard of it were unaware of it's full nature.

IC24 agreed that the so called 'Soft Launch', which was designed to cost the minimum amount, had been a damp squib in its achievement.

Judy Bishop offered some valuable advice to the visitor that had complained of bad service, suggesting that it is always best to complain very early in the process, to gain the maximum effect. Unfortunately this case was about 6 months old, although Marie Martinalli of IC24 was still prepared to take up the complaint if the person so wished, I believe this did not happen as the person left before the meeting ended.

Richard asked how many people had used the 111 service - response 8.

Richard also asked how many had heard about the meeting from his text messaging - response 6.

Judy Bishop suggested that there is a plan to privatise the NHS service and that this is just another step towards this objective.

Dr Bhatti said that we are already a considerable way down this path and that alas it was a 'done deal' and would happen quite regardless of which party sat in control of Parliament.

[Break for refreshments - kindly supplied by IC24](#)

4. Outreach Report – Inaugural meeting of NEE PPG's 16 July 2014

Melvyn gave an outline of attending the meeting and what had been discussed. However, no Minutes had yet been received, although this would be followed up. Further meetings are expected to follow at 3 monthly intervals.

5.Hollies Surgery News

Richard advised that Dr Pontikis has now left the Surgery for another position but a new Registrar had been appointed, Selina Bawry, who commences shortly.

Receptionist Di Woodward is leaving but is replaced by Sue Nixon (an ex Practice Manager).

Unfortunately Appointment Waiting times have now increased due to Summer Holidays etc.

8. Any Other Business

None

9.Date and Time of next meeting

Thursday 18 September 2014 6.30pm Great Bentley Village Hall - Mitchell Room

Melvyn Cox
Chair PPG
(In Secretary's absence)

