

Minutes of the Great Bentley Patient Participation Group

Annual General Meeting

Thursday 20 November 2014

Chaired by - Melvyn Cox

Present :

Barry Spake - Communications Manager

Charles Brown - Vice Chair/Treasurer

Richard Miller - Practice

11 members present

1. Welcome and apologies for absence

Chairman welcomed everyone to the meeting and wished the Group a Happy 1st Birthday.

2. Minutes of last meeting

The Minutes of 16 October 2014, having been circulated by E-mail, were taken as read and agreed without objection.

The Minutes of the Bernard Jenkin Meeting of 7 November 2014, having been circulated by E-mail, were also taken as read and approved without objection.

3. Annual General Meeting

Chairman Melvyn commenced the AGM with a Summary Report (please see enclosed summary). No questions were raised.

Treasurer Charles Brown distributed the Annual Accounts and ran through their composition. Judy Bishop asked whether further funding would be obtained from the Surgery when our funds run down? Melvyn assured that this would be the case, as the Surgery was committed to supporting their PPG.

With no further questions the meeting voted to adopt the Accounts and a 'File Copy' was duly signed by Treasurer and Chairman.

Chairman asked whether there were any Nominations or Candidates for the Committee positions and reminded that the position of Secretary is still vacant. Keen to fill this post since Committee decisions should ideally be made by a full committee. No Nominations having been received the meeting voted for the current Committee to continue in service for the coming year.

There followed a brief discussion concerning our meeting arrangements, but with no clear consensus to change, it was agreed by the majority that we will continue to meet in The Mitchell Room at 6.30pm and that the meetings will remain on the 3rd Thursday of each month. The Group also agreed after discussion, that the present 'Chair led' format should remain and we will not be adopting an 'informal' approach.

4. Hollies Surgery News

Richard Miller announced that on 1 December 2014 a new initiative 'Friends and Family Test', becomes mandatory where all surgeries must run a feedback scheme to gauge the satisfaction of patients. The Surgery meets tomorrow to decide on their way forward, as several options are available. The likely method will be an anonymous 'card in a box' format with perhaps a 'Web' or 'Text' response being available also.

5. Any Other Business

Alan & Judy Bishop advised that they were present at the CHUFT Board Meeting on the day that the CQC visited and a 'Major Incident' situation was declared at Colchester Hospital. Melvyn asked what the 'Major Incident' situation actually meant? Alan replied that it meant that EVERYTHING was under review and subject to scrutiny and reportage.

The meeting was poorly attended by their own Directorate and seemed to achieve very little. The failure of the car park gates remains an ongoing issue and Vice Chair Charles commented that he had attended the Hospital today and that one of the car park exits was closed.

Barry related that his letter to the CCG concerning the placement of contracts under the 'bidding' system had received a response stating that 'his complaint would receive attention' but nothing further had followed. Melvyn added that one of the lead cancer doctors at Colchester had asked if he could attend our Bernard Jenkin meeting and upon E-mailing an invite directly to his E-mail address, he (Melvyn) had received a similar reply from the *complaints department* stating that 'your complaint will receive our attention as soon as possible'. (This caused the Group some amusement, but really, no wonder that there is a backlog of complaints not dealt with! They obviously treat every non standard contact as a 'complaint'! M)

6.Date and Time of next meeting

The Group voted to retain the December meeting and accordingly our next meeting will be at 6.30pm Thursday 18 December 2014, The Mitchell Room, Great Bentley Village Hall.

Melvyn Cox
Chair PPG
(In absence of a Secretary)