

**MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP MEETING  
HELD ON THURSDAY 21 JULY 2016  
AT 6.30PM IN THE MITCHELL ROOM, GREAT BENTLEY VILLAGE HALL**

Chaired by Melvyn Cox

Present: Charles Brown, Vice Chair/Treasurer  
Dr. Sean O'Reilly, Full Time Partner  
+ 12 Members

**1. Welcome, Introduction:**

The Chairman welcomed everyone to the meeting.

**2. Apologies for Absence:**

Barry Spake; Hilary Webster; Judy Ward; Jan Fisher.

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

No points were raised and approval for the Minutes was given.

Note: Further to last meeting (16 June 2016) Melvyn Cox has discussed the parking problem with Richard Miller and it was pointed out that all of the roads around the surgery are available for parking as no restrictions are in force. The rear access to the surgery via Forge Lane - the hedge is still overgrown and requires cutting back.

**4. NHS Confederation Conference 15 - 17 June 2016:**

Nigel Edwards, The Chief Executive of the Nuffield Trust, commented on trying to save money and that the NHS has been trying to implement savings for over 20 years. It is one thing to identify opportunities to save money, but another to actually implement them. They also queried that the smaller hospitals could remain viable but they think it is unlikely and that only the larger hospitals will survive. This is a similar outcome for GP Practices, where they suspect that some GP Practices will merge and you will be left with a large practice to replace two or three smaller ones. Dr. O'Reilly confirmed that this could well happen in towns and cities but not in rural practices. Judy Bishop spoke about Broomfield Hospital, Chelmsford, and of the high morale of the staff: and that Colchester Hospital is still suffering from an acute staff shortage.

**5. BREXIT:**

A recent BMA survey of 1,200 EU NHS workers found that 8 out of 10 staff are worried about the situation with Brexit, due to the uncertainty of employment and remaining within the UK.

Most at the meeting felt that these worries were unfounded.

**6. Surgery News – Dr. Sean O'Reilly:**

Dr. Rokkam, who works 4 sessions per week, will reduce to 2 sessions per week due to family commitments. Dr. Katy Daniel has now started and so we will be one session up on what we were several months ago. (Note: a session is one morning or one afternoon.) The latest DNA (did not attend) figures are April 84; May 96 and June 96. Dr. O'Reilly handed out samples of letters sent to those patients who failed to keep 3 appointments. The partners will discuss reducing this number to just 2 missed appointments in a year whereupon the letter will be sent. Richard Miller is in contact with other GP surgeries to monitor the DNA situation. Those present discussed wasted appointments due to DNA. One member pointed out that the wastage was equivalent to a 'lost' GP session each week. Seen in this perspective it shows the severity of the wastage to our surgery, already under pressure to see patients more quickly.

**7. PPG Local Summit:**

Melvyn Cox spoke about the upcoming meeting on Monday 25 July 2016 and added that he would attend on behalf of our PPG and report back. Melvyn also stated that our PPG was well thought of by the CQC inspector and the NEECCG.

### **8. Open Forum – Any topics from the floor:**

It was mentioned that when attending Ipswich Hospital the patient is given a number and you wait in the waiting area for your number to be called. The loudspeaker system is of very low volume and is quite difficult to hear, and if you have sight problems the screen is not always easy to read.

Melvyn had a situation recently where following a hospital visit his wife needed an urgent change of prescription and was surprised that this couldn't be done by telephone. So it's either go to the surgery to see someone who can issue a prescription or see a doctor. Dr O'Reilly explained that the Hospital attended should have issued a temporary prescription as the surgery needs to receive written confirmation of the change before acting. He added that national guidelines state that the telephone shouldn't be used for prescriptions as it is too easy for mistakes to take place, although in an emergency someone would try to help. Those present discussed the prescription process.

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

John Hayes was congratulated by all those present for having been awarded the order of Chevalier (Knight) of The Légion d'honneur from The French government for his service and military engagement contribution to the D-Day landings as a way of honouring and thanking John and those who fought and risked their lives to secure France's liberation during the Second World War.

Melvyn displayed the medal to the assembly and declared it to be a very beautiful object, indeed a work of art.

(Note: About the Légion d'honneur: The Légion d'honneur was established in 1802 by Napoléon Bonaparte. It is France's highest distinction and is awarded in recognition of both military and civilian merit. On average, just 10 British nationals per year receive the Légion d'honneur.)

A spontaneous ovation was given to John Hayes in recognition of his award and service. Well done John, congratulations from us all.

### **10. Date & Time of next meeting:**

#### **NO MEETING IN AUGUST.**

Our next meeting will take place on Thursday 15 September 2016 at 18:30 hours in the Mitchell Room.

A senior officer of the NEECCG has asked if he can attend and I will confirm later on if we have managed to arrange this. But if we do so, please let's have a really good attendance, to show him we are a formidable PPG.

Dr O'Reilly was thanked by those present.

The meeting concluded at 19.28 hours.

Charles C. Brown  
(In Secretary's absence)