

**MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP
MEETING HELD ON WEDNESDAY 23 MAY 2024
AT 6.30 PM IN THE MITCHEL ROOM, GREAT BENTLEY VILLAGE HALL**

ANNUAL GENERAL MEETING

Chaired by Judy Bishop
Present: Charles Brown Secretary/Treasurer
Dr Bhatti Surgery Senior Partner
Cllr George Wright
+ 15 Members

1. Welcome and apologies for absence:

The meeting commenced with a warm welcome and the acknowledgement of apologies for absence, including those from Margaret and Frank Hearn (no transport), Lynda McWilliams, and Sharon Whittaker.

2. Minutes of Last Meeting:

The minutes from the previous meeting on the 28th of March were unanimously approved without any objections.

3. Hollies Surgery News:

Dr Bhatti provided an update from Hollies Surgery, detailing the new protocol for blood tests and the referral process to Clacton Hospital while ensuring that provisions remain for those unable to travel. Just explain to the receptionist the reason for having your blood test at the surgery. The introduction of a Digital Platform was announced, set to launch on the 16th of July, with assurances that traditional methods of contact will remain available for those less familiar with digital technology.

The Secretary reported that at the last meeting on 28th March 2024, he was asked to contact the surgery to ascertain if it was possible to start a petition to stop more patients from joining the surgery due to the four to six-week wait to obtain an appointment to see a doctor.

Sue Mitson replied: Thank you for your email which I have just discussed with Dr Rokkam this morning. I do need to let you know that we do not have any intention of closing our list to new patients as firstly this is an extremely difficult thing to do as we have to get approval from NHS England and secondly in order to maintain our income and remain financially viable, we need to continue to take on patients. I understand that routine appointments are booking about 4 weeks in advance, but if patients have urgent problems then of course they can go on the triage list between 8.00 am and 5.30 pm Monday to Friday so they are dealt with on the day. We also now have a full-time Clinical Pharmacist who started a couple of weeks ago who will be carrying out medication reviews for patients and at the moment we are now able to offer an appointment for a medication review within a week. I am hoping that by her carrying out a significant number of reviews, this will help with the waiting time for GP appointments.

Over the next few months we will also be introducing a digital platform for patients contacting the Surgery, which again will change the way we work and will involve changes to our appointment system. After speaking to Dr Rokkam, she doesn't feel that a petition to stop patients registering would be appropriate or beneficial to the Surgery.

I hope this information is helpful, but please don't hesitate to contact me if I can be of any further help.

Kind regards.

Sue Mitson, Operations Manager, Great Bentley Surgery.

A brief discussion took place regarding the situation of waiting time for doctor appointments and Dr Bhatti said that closing the practice to new patients is not practical and that waiting time for doctor appointments should improve with the new Digital System (askmygp.uk). Judy Bishop spoke about the surgery and its capabilities to handle more patients. A discussion followed with Dr Bhatti, Cllr George Wright, Judy Bishop and those present, concerning new premises within the very strict NHS guidelines and the future possibilities available. It was asked if the Practice KPIs could be altered to include a breakdown in the DNA section of those patients who did not attend an appointment. Dr Bhatti thought that this was a good idea.

It was mentioned that the Green Pharmacy will no longer be open on Saturday mornings. Those present mentioned how pleased they were with the treatment and care received from the Great Bentley Surgery.

Dr Bhatti and Cllr George Wright were thanked for attending.

4. **AGM:**

i) Chairman's Report: Judy Bishop said that she was very happy to see so many members attend.

ii) The Treasurers Report Charles Brown read out a statement from Melvyn Cox - Auditor:

Audit Certificate: I have Audited the attached accounts and declare that they have been correctly prepared in accordance with standard accounting practice and that subject thereto they represent a true and fair view of the Income and Expenditure of the PPG for the year ended 30th April 2024. I have verified that the bank balance is in agreement with the funds held at the Co-operative Bank.

Melvyn Cox
Auditor.

Treasurers Report:

(Hand-out page 1 Income and expenditure account.) The financial period starting on 1st May 2023 opened with a balance of £161.18 in the PPG bank account which is still held by The Co-operative Bank. This was topped up, by The Surgery, on 22 January 2024 by £200.00 paid directly into the bank. All transactions up to and including the room hire for 28 March 2024, leaves the account standing at £183.88. If the account requires topping-up, during the next 12 months, the Treasurer will contact the surgery to arrange for a bank transfer. Our financial transactions are still being entered into the same format, an Excel Spreadsheet, and the accounts have been audited and approved by our auditor Melvyn Cox. The Treasurer must arrange the Village Hall booking dates for 2024/25, which we will deal with under "Any Other Business". A special note of thanks is extended to Melvyn Cox for his diligent auditing services. This marks the end of the financial report for the year ending 30th April 2024.

Charles C. Brown

Treasurer

iii) Vote – to adopt the Accounts: Proposed by Hilary A. Webster, seconded by Cheryl Heley.

iv) Review any new Candidates and then Vote to Elect Committee Members

No new candidates were proposed so the existing members of the committee were voted to continue.

5. AOB: The Secretary to arrange for the booking of the Mitchel room for 2025 meetings.

6. Date and Time of Next Meeting:

Thursday, 25th July 2024 at 6.30 PM in the Mitchel Room.

The meeting closed at 7.32 pm.

Charles C. Brown
Secretary

Dates for your diary:

Future Meetings: – Thursday 25 July, 26 September, and the 28th of November start time 6:30 pm all in the Mitchell Room.

Attachments:

PPG Accounts 01 May 2023 to 30 April 2024.

Practice KPIs for April 2024 attached.