

## **MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP MEETING HELD ON THURSDAY 19th SEPTEMBER 2019**

### **AT 6.30PM IN THE MITCHELL ROOM, GREAT BENTLEY VILLAGE HALL**

Chaired by Kathy Chilvers

Present: Charles Brown, Vice Chair/Treasurer

+ 10 Members

#### **1. Welcome:**

The Chairman welcomed the members and guest Jane Chapman Estates Programme Manager Clacton Apologies received from Barry Spake and Dr F Bhatti.

#### **2. Minutes of Last Meeting:**

No points were raised and approval for the minutes of 18th July was given.

#### **3. Presentation by Jane Chapman regarding development of Clacton Hospital.**

JC began by explaining that a few years ago work had been done on reconfiguring the Clacton Hospital site; designs and a business case had been drawn up which included two GP surgeries re-locating to the site. However, since then it was felt that that design was no longer appropriate because of cost and the scope of the design. So further work was now underway and involved liaising with other providers who might facilities on the site, the local council and with patients.

They were looking again at the design and scope and a new plan was being developed. Jane showed the meeting pictures of the new design. This incorporated some new build and some redevelopment of existing buildings. It was planned to make the whole area more easy for patients to use and find their way around.

Jane is looking for feedback from people as to what they think works well at Clacton and what they would like to see being developed there.

The members in the meeting gave some opinions as many preferred going to Clacton rather than Colchester. The issue of parking at Clacton was also brought up and this is also being looked into as part of the plan.

#### **4. Hollies Surgery News**

Although Dr Bhatti was unable to attend the meeting she did give the chairman some news to report.

The DNA figures for August were 65 which were the lowest since April which was 67. July had a very high figure of 81. The number of triage calls not answered in July was also very high at 61 but for August went down to 49.

The new early bookable appointments were going very well with only a couple of slots not filled. Feedback was good as this gave working people an opportunity to have an appointment without having to take time off work. The next Saturday slot for flu vaccinations was also reported.

Members at the meeting were also given a copy of A practical guide to healthy ageing published by ageuk. One member said that it was very useful and very well written. (The chairman has 5 more copies if anyone wishes to have one, or has a friend or neighbour who they think it would be useful for)

## **5. Report from Local Health Matters Tending meeting**

### **A) Better Births**

This was a presentation about the integrated service that is now being provided and developed. This was not discussed any further in our meeting.

### **B) Clacton Urgent Care Update**

The new service starts on 1st October (and also this Urgent Care service will be opening at Colchester on the same date) There will be more details published widely soon. It will be similar to the present minor injuries but will deal with more urgent problems and will be open from 8am to 8pm. There will be a triage systems where patients will be seen within 15 minutes and then signposted to the appropriate service. It may be that they will be referred to their GP or pharmacist, dealt with at Clacton or sent to A&E at Colchester depending on what the problem is.

### **C) New Dermatology Provider**

Following the change of provider which came quite suddenly things are now moving forward to provide a fully integrated service. There have been extra sessions put on to reduce waiting time and they are recruiting new nursing and admin staff.

## **6. Great Bentley Surgery New Website and Update on Display Screens**

The new website (as discussed in previous meetings) for the surgery is now up and running. If any members have any feedback about the new site can they let the Chairman know so she can inform the surgery.

The old advertising screen has now gone and there is now only the surgeries own one where there will only be NHS messages and messages that the surgery can put on there.

## **7. Update on building, parking and access to Colchester Hospital.**

One member reported that although they are working on developing the front of the hospital and the way in is different but it is very well signposted. Another reported that it is much further to walk from the car park to the main reception than before, so that anyone that has difficulty walking might want to be aware of this.

## **8. Any Other Business**

There will be no October meeting and the next meeting will be the AGM in November. At this time elections for the committee will take place. If you would like to be on the committee or nominate someone please let us know. Just to note that we have been without a secretary all year.

## **9. Date and Time of Next Meeting**

November 21st at 6.30