



MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP

MEETING HELD ON THURSDAY 21 July 2022

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

Chaired by: Kathy Chilvers

Present: Charles Brown Secretary & Treasurer

Surgery Guest: Dr R. S. O'Reilly

+ 15 Members

1. Welcome & apologies for absence:

The Chairman welcomed everyone to the meeting and our Surgery Guest Dr O'Reilly. Charles Brown read out the apologies received: Jan Fisher; Lynda McWilliams; Sue Vallance; Melvyn Cox; Judy Ward; Jo Marshall and Stephanie Maltby: there were no further communications for the committee when I checked with Sue Mitson, Operations Manager, at the surgery on Tuesday afternoon 19/07/2022. Please let us know anyone who hasn't received any Minutes or Agendas and they will be added to the email list.

2. Minutes of Last Meeting The AGM:

Thursday, 19th May 2022

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

3. Review any new Candidates and then vote to elect: Kathy Chilvers explained that owing to family commitments she was unable to continue as chair and how pleased she was to see new faces here. Barry Spake is unwell and unable to continue as our Communication Officer therefore the emails are being covered by Charles Brown. Kathy Chilvers Nominated Diane Miles as the new Chairperson, Seconded by Charles Brown. Those present voted unanimously to accept Diane Miles. Charles Brown mentioned that we were not receiving a lot of help from the Surgery as Richard Miller used to make sure all the committee members received copies of emails sent out to the committee. At present emails are only being sent out to Kathy Chilvers who unfortunately is experiencing problems with her Yahoo email account. Kathy Chilvers asked those present to sign a card for Barry Spake in recognition of his good work for the PPG. Those present thanked Kathy Chilvers for her time as Chairperson.

4. Refreshment Break Arranged by Judy Bishop

Kathy Chilvers introduced Diane Miles to those present. Diane Miles explained that she was Chairman of the Weeley Residents Association with some 300 members and a lot of them do attend the Great Bentley Surgery. "I have had quite a bit of experience with various organisations and hope that I can serve the community very well. It would be nice to see membership increase and get energized. During the break, I spoke with Paula Randell who is quite prepared to take the minutes. Thank you for your warm welcome and I'd like to hand the meeting over to Dr O'Reilly."

5. Hollies Surgery News.

Dr O'Reilly informed those present that the surgery has a new full-time Nurse Practitioner. Nurse Practitioners are the highest grade a nurse can get allowing them to see patients; telephone triage; visit patients and as a practitioner can prescribe prescriptions. Starting shortly, we will have a Young Person Councillor to assist with mental health crises (self-harm, depression, eating disorders). Unfortunately, she will be based at Harwich owing to the shortage of space at the Great Bentley Surgery. We have a new telephone system up and running. This will help everyone, including the doctors who had trouble obtaining a free line to call out when the system was busy. The surgery got a very good write-up in the latest newspaper survey maintaining our number one spot on the list. The survey covered answering calls to looking after our patients: the whole team did very well. Currently, we see patients between 08:00 – 18:30 hours Monday to Friday, and most of us do out-of-hours or extended-hours appointments. We intend to expand our hours to cover 07:30 – 18:30 Monday to Friday and open 08:00 to 13:00 on a Saturday with one doctor and a nurse present. Every few years we have to ask our patients if this is what is still wanted and consequently, we are asking the PPG to distribute a survey to all their members. Charles Brown to email the survey to members. A discussion took place regarding how the Doctors will manage the extra consulting time; about the latest surgery would it be an extension to the building, purchase a next-door building or build a new surgery. Various suggestions were offered. Kathy Chilvers asked about the wearing of face masks when visiting the surgery. Dr O'Reilly explained that it was a step backwards, but it had to be done.

Dr O'Reilly was thanked for attending and for the opportunity for Q&A.

6. Any other Business

Nothing was forthcoming.

7. Agree on Date and Time of Next Meeting:

Thursday 15th September 2022 at 6:30 pm in the Mitchell Room.

The meeting closed at 19:20 hours.

Charles C. Brown
Acting Secretary

Dates for your diary: 17 Nov 2022; 19 Jan 2023 and 16 Mar 2023 (AGM).