



MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP MEETING HELD ON WEDNESDAY 15th MARCH 2023

AT 2.00 PM IN THE MICHAEL WRIGHT ROOM, GREAT BENTLEY VILLAGE HALL

Chaired by: Diane Miles.

Present: Charles Brown: Secretary & Treasurer.

Guest speakers: Malcolm Taylor and Jackie Brunning volunteers from Hearing Dogs for Deaf People

Surgery Guest: Apologies given – See item 5 for Surgery info.

+ 13 Members.

1. Welcome, Introductions & apologies for absence:

The Chairman, Diane Miles introduced the committee.

Apologies received were read out: Wendy Mitchell; Judy & Derrick Ward; Melvyn Cox. Melvyn Cox sent an email on 20 Jan 2023, in relation to the PPG - I think that the afternoon meetings were a very poor idea and if we can't get anyone from the surgery to attend that is a disaster. I recently waited 5 weeks for an appointment to review medication for Marianne and that was JUST A PHONE CALL FROM A NURSE. I'll say that again 5 weeks to get a call back from a nurse. Please bring these 2 points up at the next meeting. I would like the PPG assembly to know that Marianne had a stroke on 18th January and remains pretty incapacitated and that I will become her full-time carer upon her release from the Care Home. Therefore, you will probably not see me again at the PPG meetings.

2. Minutes of Last Meeting: Wednesday 18th January 2023 No points were raised and approval for the minutes was given.

The questions raised with the surgery were quickly answered by Dr Bhatti:

Q: Why does it take up to 4 weeks to get an appointment? **A:** 1. When demand exceeds capacity then waiting times increase. Chronic underfunding over the last 12yrs has limited the resources we have to meet the demand. We are doing the very best we can working with a triage system for on the day issues and looking at alternative platforms to improve access.

Q: Can the Surgery introduce a Wellman Check-up Examination? **A:** 2. We are not resourced to deliver specific well man clinics

Q: Why are Colonoscopies not recommended after the age of 75? **A:** 3. This is not true.

3. Malcolm Taylor a volunteer from Hearing Dogs for Deaf People with Jackie Brunning and dog Fidget. Malcolm told those present that they train dogs to alert deaf people to important and life-saving sounds they would otherwise miss – such as the smoke

alarm, alarm clock and even a baby's cry. Being aware of these – thanks to a hearing dog – makes a real difference to deaf people's lives and can even save them. Deafness can be a very isolating disability. A hearing dog provides lots of love, companionship and emotional support. This is really important as many of the deaf people who come to us for help have felt very lonely and isolated. Our amazing dogs help deaf children and adults to leave this loneliness behind and reconnect with life. Hearing dogs have saved countless lives in their important role; fire alarms sounding in the dead of night, alerting them to the shouts of a loved one who is in peril, and even saving their deaf partners from potential car thieves! We have matched thousands of our adorable dogs with deaf people since our humble beginnings in 1982. At the moment, we have over 1,100 working hearing dog partnerships across the UK. We are also helping thousands more through our other personalised services, such as our Helpdesk and support groups. The cost to train and support each hearing dog throughout its lifetime is £40,000 – so we rely heavily on our amazing supporters to help us change lives. It really is all down to people like you, who give up time, effort and money to help us create many life-changing partnerships and provide other important services. But there are still so many deaf people and people with hearing loss whom we can help. A hearing dog and their deaf partner need to be carefully matched to ensure the partnership will work well.

So many things need to be taken into consideration – for example, whether a person lives in a big city or tiny hamlet, whether they have cats or other pets that a dog would need to get to know, what their individual needs are, what their social life, work life and family life are like, how active they are, and many other things. We then need to assess which dogs we have in training, what their strengths and weaknesses are, what they like and dislike, what their personalities are like, and which dogs would be the best match for different people. We are so passionate about training these amazing dogs, and it's a real team effort. From volunteers who look after our hearing dog mums and dads, to volunteer puppy trainers, and the volunteers and staff who deliver our Hearing Link Services, everyone in the Hearing Dogs family has an important part to play. We take the matching process very seriously to ensure we get it right - and create partnerships that will last. Dogs are known for their loyalty and love – and we see these valuable traits in a hearing dog every day. The Great Bentley PPG donated £45.00 to Hearing Dogs for Deaf People and paid £25.00 to Malcolm Taylor for travel expenses.

4. Refreshment Break Arranged by Judy Bishop

5. Surgery news: No Doctor was available, but we received the March 2023 newsletter and Key Performance Indicators 2022/23 from Sue Mitson.

March 2023 – Surgery Newsletter

Primary Care Network

Along with two other surgeries in the Tendring locality, we work together to make up the Tendring Primary Care Network (PCN). As part of this network, we are able to commission additional services for the benefit of our patients.

Cancer Care Nurse

Abby Hardy has recently been appointed as the Cancer Care Nurse for our PCN. She will be invaluable in carrying out reviews for patients with a cancer diagnosis and will be able to offer support and advice. Patients can request advice from Abby by contacting a member of our reception team at the Surgery.

Physiotherapy Clinic

The Physiotherapy Clinic is a 'one stop' clinic for patients with minor musculoskeletal problems such as back pain, neck pain, joint pain and muscle sprains. The patient will be seen and assessed by a Physiotherapist in a 20 minute appointment. They will then be given appropriate advice by the Physiotherapist, or advised about any further intervention needed for their problem. Appointments for the Physiotherapy Service can be booked via our reception team on telephone number 01206 250691.

Surgery Training Afternoon

Along with all other surgeries in the area we will be shut from 12 noon on Wednesday, 29 March 2023 for staff training.

Patient Participation Group Meetings The next meeting of the Patient Participation Group will be held on Wednesday, 15 March 2023 at 2.00 pm at Great Bentley Village Hall in the Michael Wright Room. There will be a speaker from Hearing Dogs for deaf people.

Sue Mitson – Operations Manager

6. Any Other Business:

Tim Exley, Social Services Partnership. attends the surgery once a month and can be contacted through the surgery. He can come to your home to visit you, particularly if you want to apply or renew an application for Disability Parking for your car as the form is 36 pages long to complete on the website. Tim Exley will help with anything to do with any support that you need or financial advice or equipment. Just get in touch with the surgery and ask for Tim Exley and they will put you in touch with him.

On a different subject, I have tried several times to invite Nick Hulme the CEO of East Suffolk and North Essex NHS Foundation Trust to our meetings. I gave him three choices of dates but unfortunately, he has meetings on all three dates. His Secretary, Lucy Bryanton, made contact and suggested a completely different date and time which would mean that we would have to reorganise everything, Hopefully, we can arrange something for next year.

Chairperson's Summary, date, and time of the next meeting.

Diane Miles said that at the 15th March 2023 meeting when Dr Bhatti and Sir Bernard and others were present, I deliberately turned to her and asked if it would be all right if we had an afternoon meeting because I was unable to manage Thursday evenings that you had been used to and she turned around and said openly at the meeting that it was perfectly all right to have an afternoon meeting because the doctors could nip down to spend five, or ten

minutes so as to give the PPG the surgery report. But unfortunately, that has now been denied and it is not our fault. I would be quite happy to do an evening on Wednesday if that was what was wanted but there is no way I can physically get her on Thursday. So, I am sorry if it appears to be falling apart in some ways which I've been told during the last 48 hours. I am doing my best but I did ask the surgery when I took on the job as Chair can you please tell me what is involved, what is and what is expected of the PPG, because the only information I could get was from looking on the Website and that does not really help a local organisation that I know has been going very strongly for many years. I'm sorry if there is a failure it isn't totally my fault. I've done it in good faith and if the surgery will not liaise with me, I can only say to them please tell me what you want us to do to help the surgery? I would be very interested to hear from you as individuals either in writing or just come and talk during the tea & coffee break and I will do what I can. I am quite happy to get to the surgery and see what the problem is because they have two months' notice of when we are having a meeting to give 10 minutes of their time it does seem a little bit unfair (Those present applauded the Chair.)

Date and Time of the Next Meeting: Wednesday 17th May (AGM) 2023 at 2:00 pm in the Michael Wright Room The speaker will be David Robinson from Diabetes UK

The meeting closed at 15:30 hours.

Charles C. Brown
Secretary

Dates for your diary: **WEDNESDAY at 2:00 pm** 17 May {AGM}, 19 July, 20 September, and 15 November 2023 all in the Michael Wright Room.

ID: 0060466
8 March 2023

Great Bentley Patient Participation Group
3 Festival Close
Weeley
CLACTON-ON-SEA
Essex
CO16 9JW

Dear all at Great Bentley Patient Participation Group,

Thank you for your recent donation of £20.00. As a critical care paramedic with Essex & Herts Air Ambulance (EHAAT), I would like to thank you sincerely on behalf of my colleagues and everyone we have assisted. We are extremely grateful for your support.

As you may be aware each mission costs in the region of £2,200. Without access to National Lottery funding, and with only limited support from the Government, we rely on the generosity and goodwill of caring supporters such as yourself to remain operational and keep saving lives.

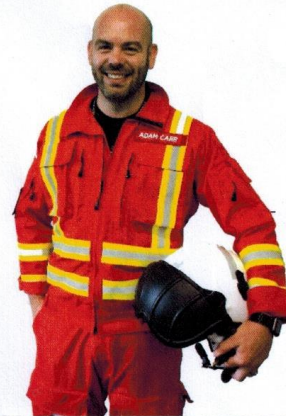
We could not do this without you. We, and those we serve, sincerely appreciate your generosity, thank you!

Yours sincerely,



Adam Carr
Critical Care Paramedic

P.S. If you would like to keep in touch with our latest news, please visit ehaat.org/keepintouch or complete and return the form below. It's a great way to find out about all the developments at EHAAT and our plans for the future.



Keep in touch

ID: 0060466

Your support is valuable to us as together we can help keep saving lives. If you are happy for us to stay in touch please let us know the best way we can contact you. Please tick all boxes that apply.

Post Email Email Address: _____
Telephone SMS Text Telephone Number: _____

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