



**MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP
MEETING HELD AT 6.30 PM ON THURSDAY 20 JULY 2023
IN THE MICHAEL WRIGHT ROOM, GREAT BENTLEY VILLAGE HALL**

Chaired by Judy Bishop
Present: Charles Brown Secretary/Treasurer
Surgery Guest: Dr. F. Bhatti
+ 14 Members

1. Welcome:

The Chairperson Judy Bishop welcomed everyone to the meeting, including Dr. Bhatti representing the Great Bentley Surgery.
Apologies received from David Branch, Marilyn Walls, Melvyn Cox, Hilary Webster.

2. Minutes of the last Meeting:

No points were raised and approval of the minutes of 17th May 2023 was given.

3. Hollies Surgery News – Dr. Bhatti thanked those present for inviting her to the meeting. Dr Bhatti informed those present that the Flu Vaccine would be available from the 16th of September 2023 and patients should book up to receive immunisation. The surgery will only provide the Flu Vaccine and not the Covid Vaccine this year due to a shortage of staff but will hope to be able to return to normal next year. The surgery will provide information as to where the Covid Vaccine will be available. The GP Practice Surgery and the Great Bentley Surgery came out top of the satisfaction list questionnaire. Dr Corinne Mangan (Dr Vine) will be leaving on the 1st of October 2023 to join a practice nearer to her home in Suffolk. We will continue to seek a replacement but till then we will be down six clinical sessions each week over the winter. Dr Bhatti spoke about forthcoming changes to the practice including the Access Recover Plan introduced by the Government which will be shortly introduced by us upgrading to digital telephone systems and the latest online tools. This will enable patients to book appointments and order repeat prescriptions using the NHS App. Patients will always be able to choose to contact the surgery by telephone, in person, or online. When more people go online, this frees up the phones for those who prefer to call. The idea is for 80% of internet related messages on the digital platform with 20% still handled by telephones. A general discussion took place regarding the new system and the future of the surgery and the problems of the NHS authorising any alterations to the surgery or agreeing to new

premises. Lynda McWilliams spoke about the excellent Clacton Hospital and how it has improved. A member spoke about the extra housing being built in Gt. Bentley and how the surgery would be able to cope with the extra patients. Dr Bhatti confirmed that any patient who is in our area and wishing to join the practice must be accepted as it is in the NHS guidelines. Judy Bishop asked if she could help in any way to raise funds for the surgery. Those present spoke about the long waiting time at The Green Pharmacy.

Dr Bhatti to arrange with Suffolk regarding speaker concerning Access Recovery Plan to attend PPG meeting 21/09/2023 or 16/11/2023. Also, to contact the Green Pharmacy concerning the delays to customers waiting to be served.

4. Any Other Business:

The Chair closed the meeting as no other business was presented.

5. Date and Time of the next meeting:

THURSDAY 21ST SEPTEMBER 2023 at 06.30pm IN THE MITCHELL ROOM

Meeting closed at 19:47 hours.

NOTE: Make an appointment for the Flu Vaccine available from the surgery 16 September 2023 onwards.

Future Meetings:

Thursday 16th November – Mitchell Room at 6.30pm.

2024 As agreed the 4th Thursday in every other month. Thursdays 25 January, 28 March, 23 May, 25 July, 26 September, and the 28th of November start time 6:30 pm all in the Mitchell Room.

Charles C. Brown (Jock)

Secretary,