



**MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP
MEETING HELD AT 6.30 PM ON THURSDAY 21st SEPTEMBER 2023
IN THE MITCHELL ROOM, GREAT BENTLEY VILLAGE HALL**

Chaired by Judy Bishop
Present: Charles Brown Secretary/Treasurer
Surgery Guest: Dr Nambi
+ 24 Members

1. Welcome: The Chairperson Judy Bishop welcomed everyone to the meeting, including Dr. Nambi representing the Great Bentley Surgery.

Apologies received from: Dr. Bhatti, Melvyn Cox, Judy & Derrick Ward.

2. Minutes of the last Meeting: No points were raised and approval of the minutes of 20th July 2023 was given.

3. Hollies Surgery News – It was mentioned how difficult it was at times to get through to the surgery with long waiting times on the phone. Dr Nambi spoke about the new Digital Phone System and a general discussion took place regarding the new system and how the app could help with removing some of the phone calls from the system. He also spoke about the future of the surgery and the problems of the NHS authorising any alterations to the surgery or agreeing to new premises. Dr Nambi spoke about the number of patients being at 10,700 and how the number of diabetic patients had increased dramatically since he had started at the practice in 2012. Judy Bishop confirmed that the surgery had altered the entrance door to an automatic door for easier access and exit. Cllr Lynda McWilliams mentioned how good the Kennedy Way Medical Centre at Clacton-on-Sea was when Frinton Road Medical Centre and Epping Close Surgery merged. They have several consulting rooms, treatment rooms and a dedicated phlebotomy room.

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

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

5. Date and Time of the next meeting:

THURSDAY 16th November 2023 at 6.30 pm IN THE MITCHELL ROOM

The meeting closed at 19:37 hours.

NOTE: Make an appointment for the Flu Vaccine now available from the surgery.

Future Meetings: – Mitchell Room at 6.30 pm.

2024 As agreed the 4th Thursday of 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,