



**MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP
MEETING HELD AT 6.30 PM ON THURSDAY 16th NOVEMBER 2023
IN THE MITCHELL ROOM, GREAT BENTLEY VILLAGE HALL**

Chaired by Judy Bishop
Present: Charles Brown Secretary/Treasurer
Surgery Guest: Dr Pontikis
Councillor George Wright
+ 10 Members

1. Welcome: The Chairperson Judy Bishop welcomed everyone to the meeting, including Dr. Pontikis representing the Great Bentley Surgery and Cllr George Wright. Apologies received from John Roper, Ann Turner, Judy & Derrick Ward, Cllr Lynda McWilliams, and Sue Vallance.

Those present discussed the future of the surgery and what could be done to improve, alter or replace the present premises. Dr Pontikis spoke of the problems of any alteration or new build being within the NHS guidelines which are very strict and challenging. Building alterations and new equipment are very expensive with a new building costing in the region of 2 to 3 million pounds. The Chair asked if it was possible to add premisses to the existing surgery but was informed that any adjoining building would have to have a covered corridor as we investigated certain options such as extensions etc. Altering another building is not viable as complying with NHS requirements would be a tremendous cost as room dimensions and equipment requirements are strictly laid out. Councillor Wright spoke about the land he gifted to Hills but unfortunately, the NHS funding was needed elsewhere. Hills may be able to make some sort of donation whether financial or building-wise. Dr Pontikis said that they had looked at other alternatives, but it would mean moving out of the centre of the village to the perimeter. Parking is another problem that we have. Cllr Wright stated that we don't want the surgery to move out of the Parish and we will do what we can to assist to make it work. Dr Pontikis mentioned how difficult it was to maintain the quality of service with the number of new patients registering. It is not possible to halt the influx of new patients. Judy Bishop asked if it was possible to approach Jonathan Hills. Cllr Wright said that we would have to have some sort of plan with the surgery before we even approach him. Dr Pontikis explained that as the surgery is performing very well the NHS pays more attention to surgeries that are not performing well. We are victims of our own success. Dr Pontikis went on to say that in his opinion the only reason we would relocate would be to a purpose-built surgery. We have held discussions with various people but it's a very slow process. Further discussions took place regarding parking and the number of new houses being built in the village.

Dr Pontikis explained that they try to maintain traditional GP Values and want to maintain that old-school continuity, but it's a very tricky balance. The NHS England Digital Plan was discussed where patients go online to enter details of their requirements/symptoms etc via the Digital App.

Cllr Wright stated that he attends a lot of committee meetings and is also kept very busy with the farm, but it's nice to see Dr Pontikis and PPG members who have given their time to support the local surgery. I'll try to attend more meetings as it is interesting. Those present thanked Cllr Wright for attending and for the constructive suggestions.

2. Hollies Surgery News – Dr Pontikis provided those present with the Key Performance Indicators for the surgery for October (October Practice KPIs attached to email). DNAs 110; callbacks not answered by patient 114; face-to-face 6695 (including flu jabs); number of clinical telephone calls 1691; number of clinical home visits 203. Dr Pontikis mentioned how time-wasting when callbacks are not answered also that the patient awaiting the callback goes to the end of the queue. It only takes a few seconds to send an email, but the answer could take several minutes when the GP must check the patients' details and form a reply. The Secretary asked if the Reception Staff received a lot of abuse and Dr Pontikis said that it does take place quite often. We check the telephone recordings and send out a Zero Tolerance letter if necessary. Those present thanked Dr Pontikis for attending and for conveying the surgery news.

3. Minutes of the last Meeting: No points were raised and the approval of the minutes of 21st September 2023 was given.

4. Any Other Business: The Chair closed the meeting as no other business was presented.

5. Date and Time of the next meeting:

THURSDAY 25th JANUARY 2024 at 6.30 pm IN THE MITCHELL ROOM

The meeting closed at 19:45 hours.

NOTE: As agreed, the PPG Meetings will be held on the fourth Thursday of every other month at 6.30 PM.

Future Meetings: – 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.