



**MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP
MEETING HELD AT 6.30 PM ON THURSDAY 25th JANUARY 2024
IN THE MITCHELL ROOM, GREAT BENTLEY VILLAGE HALL**

Chaired by Judy Bishop
Present: Charles Brown Secretary/Treasurer
Surgery Guest: Dr O'Reilly
+ 13 Members

1. Welcome: The Chairperson Judy Bishop welcomed everyone to the meeting, including Dr. O'Reilly representing the Great Bentley Surgery. Apologies received from Margaret & Frank Hearn, Cheryl Heley, Sharon Whittaker, and Peter Burchell

2. Minutes of the last Meeting: No points were raised and the approval of the minutes of 16th of November 2023 was given.

3. Hollies Surgery News – Dr O'Reilly announced that his latest trainee would soon join the surgery full-time. Dr O'Reilly mentioned that it was better to telephone the surgery in the morning as there is a better chance of a face-to-face meeting during that day. It was mentioned that after receiving a text from the surgery had to wait all weekend to find out the result, which was rather worrying. Dr O'Reilly spoke about the surgery boundaries concerning registered patients. Practice KPI's attached.

4. INHEALTH Essex Diabetic Eye Screening Programme was discussed with those present. No date has, as yet, been supplied by Inhealth for the next Forum Meeting but they can be contacted by sending your email address to hil.esxengagement@nhs.net, or call them on 01245 809491 or by sending a message via their Facebook page <https://www.facebook.com/essexdesp> Details attached to the email.

5. Any Other Business: Cllr Lynda McWilliams confirmed how well Clacton Hospital handles Blood Tests and x-rays with a very quick turnaround for the patient with free parking. Lynda had a meeting with the Parish Council and two defibrillators will be allocated to Angers Green within the next few days. Jock Brown stated that he had contacted the surgery as our PPG bank account was getting a bit low and the surgery topped up the account by £200. The Chair closed the meeting as no other business was presented.

6. Date and Time of the next meeting:

THURSDAY 28th March 2024 at 6.30 pm IN THE MITCHELL ROOM

The meeting closed at 19:10 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 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.



We now have 9,680 patients registered and we have been busier than ever over the last 12 months:

Number of prescription items issued:

399,899

Number of phone calls from patients:

61,223

Number of home visits completed:

932

Number of results assessed:

31,884

Number of face to face appointments:

27,442

Number of phone calls to patients:

59,447

Number of clinical letters received:

20,497

Clinical referrals made:

3,676