



**MINUTES OF THE GREAT BENTLEY PATIENT PARTICIPATION GROUP
MEETING HELD AT 6.30 PM ON THURSDAY 28th MARCH 2024
IN THE MITCHELL ROOM, GREAT BENTLEY VILLAGE HALL**

Chaired by Charles Brown in Judy Bishop's absence.
Present: Charles Brown Secretary/Treasurer
Surgery Guest: Dr Rokkam
+ 14 Members

1. Welcome: Secretary Jock Brown welcomed everyone to the meeting, including Dr. Rokkam representing the Great Bentley Surgery. Apologies received from Margaret & Frank Hearn; Robert Taylor; Sharon Whittaker; Judy Bishop and Councillor Lynda McWilliams. Margaret and Frank Hearn had contacted the Secretary to say that due to a lack of transport, they were unable to attend the meetings and asked if anyone, who attends the meetings and lives near Flag Hill, would be willing to give them a lift as they would very much like to attend. Mr & Mrs Hearn can be contacted on 01255 822159.

2. Minutes of the last Meeting: No points were raised and the approval of the minutes of 25th January 2024 was given.

3. Hollies Surgery News – Dr Rokkam thanked those present for having her attend the meeting. Dr Rokkam asked if anyone had any questions concerning the surgery. Melvyn Cox spoke about the delay in obtaining telephone results concerning recent blood tests. Dr Rokkam stated that if there is anything abnormal the surgery would contact the patient. We have a brilliant diabetic team, and they keep on top of the diabetic situation so if there were an emergency they would get in touch with the patient straight away. Unfortunately, as you all know our patients keep increasing and it is not easy to close our doors to new patients as the NHS does not encourage practices to do so. A short discussion took place regarding waiting times. It was mentioned about the time it takes to get an appointment. Also mentioned was the knock-on effect of our practice becoming overloaded with new patients and was there a way that we could say enough is enough? We have a duty of care to patients, particularly in our catchment area. Dr Rokkam informed those present that the surgery has now got a full-time clinical pharmacist who will take some work off the doctors concerning medication reviews. It was suggested that we form a petition due to the unsatisfactory position that the NHS has created in allowing so many patients to join the practice. The Secretary was asked to contact the surgery regarding the high number of patient referrals. The secretary said he would contact Sue Mitson, the Surgery Operations Manager, to find the best

way. **(E-mail has been sent.)** It was mentioned that medical reviews are available in person or via the telephone and it was wondered if more people could do telephone reviews. Dr Rokkam said that there was not a great difference timewise between a face-to-face or telephone review and that the doctor obtained more patient information witnessing the patient in person. A discussion took place comparing our surgery with others and it was noted and appreciated how good our surgery is. Dr Rokkam handed out the surgery Key Performance Indicators. **(Practice KPIs attached.)** We spoke about the number of appointments not attended (DNAs). It was mentioned about Zero Tolerance towards the staff. However, aggressive behaviour, be it physical, verbal or online, will not be tolerated and may result in them being removed from the practice list and, in extreme cases, the Police being contacted. **(Zero Tolerance policy attached.)** Dr Rokkam went through the daily routine of doctors in the surgery. Most of our days start between 07.00 and 07.30 am between 08.00 and 09.00 we process prescriptions; make phone calls; and carry out tasks such as processing test results. Then we start to see the patients from 09.00 to 12.30. Then we carry out home visits and catch up with more paperwork such as hospital letters etc. till the afternoon surgery. We encourage our patients to attend Clacton Hospital for blood tests as they can see you quicker and they process the results for us very fast.

4. Any Other Business:

The Acting Chair closed the meeting as no other business was presented thanking those present for attending and Dr Rokkam for the surgery news.

5. Date and Time of the next meeting:

THURSDAY 23rd May 2024 at 6.30 pm IN THE MITCHELL ROOM

The meeting closed at 19:00 hours.

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

Future Meetings: – Thursday 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.