

LITTLE WALTHAM AND GREAT NOTLEY SURGERIES

Patient Participation Group

Minutes of the meeting held on 9th October 2024 at 19.00 hours at Little Waltham Surgery

1. Members Present

Anne Johnson (AJ) Chairman
Barry Crawford (BC) Secretary ,
Ken Yap (KY) Angela Marriage (AM), Kay Davie (KD) , Beverley Thompson (BT),
Gill Sturman (GS), Elizabeth Somerville (ES)

Also in attendance Dr Wijekoon (Dr W)

2. Apologies for Absence

Helen Mallender (HM), John and Frankie Salmon (JS), Anita Simpson (AS), Richard Allen (RA)
Roger Parfitt (RP)

3. Minutes of Last Meeting (11th September 2024)

These were approved, BC confirming the attendance of KY, and apologies given for referring to him by incorrect initials

4. Matters Arising

The meeting had been specifically to deal with the Workshop, which has since taken place (see below) Thanks to KY for providing the refreshments

5. Doctor's update

In view of the short time that has elapsed since the previous meeting, there is little to report.. The Practice is currently advertising for an additional nurse, and may advertise for a new social prescriber. Dr W explained briefly the difference between Social Prescriber (who is employed to be a link between patients, social services and voluntary support associations) and Care co-ordinator (whose job is to co-ordinate between the surgery and social services/care providers)

The Web Site is now up and running, though still subject to changes and amendments. Currently, changes or additions should be made through AS

The Practice is in process of changing the telephone recall service. About 50 patients each day need to have some kind of review, so that instead of texting them to telephone the surgery, they are to be telephoned direct. It is acknowledged that this may mean calls are made when the patient is not available, but it is hoped this will save some time. If this changes it will be announced on the web-site

It is not known how many patients now use the NHS app, rather than the on-line service, but the app will enable people to eg check blood test results, without having to telephone at certain times.

6. Workshop

BC had prepared a note of presentations and Questions and Answers which had been circulated in draft, That has now been approved by Michelle Phillips on behalf of the panel, with 2 small amendments, which were noted. BC will now send that to all members of PPG and all attendees, together with any other interested persons eg

Parish Councils

The Workshop was quite well attended, and was felt to have been very useful in explaining the situation faced by current and forthcoming developments. The general conclusion seemed to be that Health providers should be made consultees in the planning process, as are Education and Highways, and that the provision of health services should not be delayed while any development was underway. . There does not appear to be any concerted action to change this at the present. It therefore appears to be up to us to consider what action we can take.

AJ suggested that she would speak to Mike Steele, whose visit to us was the catalyst for the meeting. There is also shortly (18th November) to be a National Conference of PPGs, and she is in touch with the organisers. She can speak to them to see if we may put a question to the Conference.

It may also be helpful to speak once more to Dan Doherty, to see if there is any approach which may help to strengthen the position locally. It was reported to the meeting that potential developers in Braintree had been trying to contact ICB to discuss provision of surgeries in the future, but without success. Is there anything we can do to help that process?

It had been interesting to hear that Felsted Parish had been gifted the land upon which they then built their surgery. Dr W said that, in effect, that was what had happened in Great Notley. However the increase in building costs seems to make such future ventures unlikely,

At the previous PPG meeting it was agreed that we would now consider whether to hold an open meeting for patients to hear what we have found out. BC said he would prepare a 1 page precis for inclusion in the various Parish Newsletters and Magazines, and it was agreed that would be sufficient for now

7. Actions

AJ and BC will meet to draft a letter/question for the National Conference

8. Other Issues for the meeting

a) Should the PPG be limited in numbers as at present, or open to all patients

BC pointed out that all patients were entitled to attend any meeting, and to receive copies of minutes. However. The purpose of having a limited number of elected members of the Committee (with the power to co-opt others) was to ensure that there was a regular attendance of people committed to the PPG. While non-Committee members would not have a vote, save at the AGM, it would be unusual for any matter to be decided by vote. This was accepted.

b) Is it possible to provide a list of staff names and positions at each surgery

This will be kept under review, along with other forms of information

c) Is it possible for a list of the names of practitioners working on any particular day, including the Room in which they will be seeing patients

This is not practical, since the medical staff move from one surgery, and from one room, to another but every patient is collected from the Waiting Area

d) Should staff be identified by name badges and confirmation of their role eg

Physiotherapist, Nurse/Practitioner

This is under review

e) Can the PPG help by organising the Waiting Room Notice Boards

It is accepted that the Notice Boards in both surgeries are a mess, and in Little Waltham in particular there are a number of notices attached to the wall. DR W said he thought they should all be removed and the area redecorated, the Notice Boards then reviewed with AS. The list of Duty Doctors seemed no longer relevant so that board would be removed

The TV in the Waiting Areas shows advertisements, but enquiries can be made to see if surgery information could be included.

9. Date of Next Meeting

22nd January 2025 at 7.00pm at Little Waltham Surgery

_ Meeting finished at 20.10