

PPG – Green Elms Health Centre

DATE :- 25.10.2016

Attendees

Ray Hansen MBE (RH) – Member **Chair**
Sheila Porter (SLP) – Local Assistant Practice Manager **Minutes**
Christian Marshall (CM) – Member
Brenda Oliver (BO) - Member
Linda Thompson (LT) – Member
Penny Lewis (PLL) – Member
Peter Lewis (PL) - Member
Ted Bullock (TB) – Member
Coralina Cattrell (CC) – Member
Shirley Duncan (SD) - Member

Apologies/ Non Attendees

Nicola Caslin (NC) - Locality Manager ACE
Lin Stimson (LS) – Urgent & Primary Care Manager
Jane O'Shea (JO) – Local Practice Manager
Eric Morri (EPM) – Member
Sylvia Hobbs (SH) – Member
Eileen Murphy (EMM) – Member
Nigel Whitehouse (NW) - Member

Agenda Item	Discussion	Action / Decision / Proposal
Minutes from last Meeting 26.07.2016	Meshing on grass for parking - Deferred for JO	<i>All Agreed previous minutes</i>

	Dementia Friendly Surgery	<p>SLP – explained about the new signs on the toilets - they are to help dementia patients know where the toilets facilities are as we are now working with the Dementia Team to improve services.</p> <p>RH – advised there was a dementia coffee morning held every Wednesday from 10.00-12.00 at the Baptist Church Pier Avenue. This is run by a charity at present about 130 people attend.</p> <p>JO – to make contact</p>
	Dr Simon Sherwood	<p>SLP – advised the PPG that Dr Simon Sherwood has now joint the team as a permanent doctor. The surgery now has a full complement of doctors.</p> <p>SLP advised that Dr Simon Sherwood specializes in joint injections.</p>
	CQC Inspection	<p>SLP – advised the surgery had an ACE mock CQC inspection yesterday and it seemed to go well.</p> <p>SLP went on to say that the surgery would be having an inspection in the near future and that some of the PPG members would be invited to come in and have a chat with the inspectors.</p>
	DNA's	<p>SLP – advised the DNA's figures were still dropping proving that sending out letters seem to be the way forward. RH wondered if these DNA's had anything to do with transport issues as there were a lot of concerns about the buses in this area.</p>
	AOB	<p>SLP – it seems that some of the PPG members did not receive the minutes</p>

		<i>from the last meeting, this again is concerning as these were sent out at the same time, but the members advised that sometimes the post goes missing.</i>
	Bloods Ipswich Hospital	<i>SLP – explained the problems with the new system were as the bloods are now taken to Ipswich hospital instead of Colchester General Hospital. Some bloods are not testable once they arrive at Ipswich and the surgery’s courier post arrives in the afternoon instead of the morning drop. SLP explained this is all over Tendering and the CCG are looking into this urgently. TB is having a meeting at Colchester Hospital tomorrow and he will discuss this and feedback. JO - will feed back</i>
	Dr Olive	<i>BO – was very impressed with this Dr Olive (locum doctor) she thought she was very professional and dealt with her hospital admission extremely fast. SLP to pass on to doctor</i>
	CC – Clinical Research Trials	<i>CC – Sue Lusher is a patient Research Ambassador she is looking for outlets, clinics and doctors that would consider giving information on clinical research trails to the patients. Sue_lusher@btinternet.com SLP – advised this would have to go through ACE as this would not be that easy as consent would have to be obtained and other medical issues considered. SLP to discuss with JO</i>
	CC – “Just ask Campaign”	<i>CC – advised that patients should be encouraged to ask to see results and other things they felt appropriate. CC felt that ACE should advertise this more within the surgery. SLP to discuss with JO</i>
	CC – Hand Cleanser in Reception	<i>CC – would like this to be put in front of the signing in screen SLP after meeting (hand cleaner is on the wall)</i>
	PLL – Flu Vaccinations	<i>PLL – wanted to know the financial impact on the surgery as so many Pharmacies have given the vaccinations this year. SLP explained</i>
	LT – Dr Gresham	<i>LT – wanted to know why her husband’s appointment was changed from Dr Gresham to a locum. SLP – explained that Dr Gresham had a training course. SLP apologised for staff not informing him.</i>

	<p>RH - Transport</p>	<p><i>RH – explained that some of patient’s appointments are at Ipswich Hospital and the hopper only goes to Colchester Hospital and advised there was no more capacity. RH is still trying to get funding on other vehicles and salaries as this service is at breaking point.</i></p> <p><i>It was asked if the hospital transport service would operate on a Saturday taking patients to Chelmsford RH this would not happen as it out of their remit.</i></p> <p><i>The PPG went on to say about the bus services in the Brooklands area. Buses are turning around at the roundabout and not going into the village this is causes extreme concerns as elderly and other residents rely on these services. RH advised that there seems to be no inspectors on the routes.</i></p> <p><i>CM will be contacting the Traffic Commissioners and will be feedback</i></p>
<p>Next Meeting Scheduled: 24.01.2017 @10.30am Green Elms</p>		