

# PPG – Green Elms Health Centre

DATE :- 26.07.2016

## Attendees

Jane O'Shea (JO) – Local Practice Manager **Chair**  
Sheila Porter (SLP) – Local Assistant Practice Manager **Chair/Minutes**  
Christian Marshall (CM) – Member  
Eric Morri (EPM) – Member  
Sylvia Hobbs (SH) – Member  
Linda Thompson (LT) – Member  
Penny Lewis (PLL) – Member  
Peter Lewis (PL) - Member  
Ray Hansen MBE (RH) – 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  
Brenda Oliver (BO) - Member  
Eileen Murphy (EMM) – Member  
Nigel Whitehouse (NW) - Member

Agenda Item	Discussion	Action / Decision / Proposal
	<p><b><u>AUDIOLOGIST ATTENDING Spec Savers</u></b></p> <p><b>Last PPG Meeting 26.04.2016</b></p>	<p><b><u>Did not attend</u></b></p> <p>Update on Doctor Gresham doing steroid</p>

		<p>injections</p> <p>Doctor Gresham is concentrating on his 3 year dermatology degree at present so this is on hold.</p>
	<p><b>Doctors</b></p> <p><b>Pot Holes</b></p> <p><b>DNA'</b></p>	<p>JO – advised the PPG that ACE have recruited a new local doctor to start early October.</p> <p>These have been filled in outside surgery entrance.</p> <p>Posters are up as requested and message on the television in reception.</p> <p><b><u>All minutes agreed.</u></b></p>
	<b>DNA's</b>	<p>JO – advised DNA's are decreasing and are at the lowest she had known.</p> <p>Patients now sign contracts for more than 3 DNA's and bad behavior towards staff. If the patient breaks the contract they will be removed from the books.</p>
	<b>CC – SMS</b>	<p>CC - asked if the appointment SMS text could be looked at as she felt the timing was wrong.</p> <p><b><u>JO – to action</u></b></p>
	<b>TB – Repeat Prescriptions</b>	<p>JO – explained to the meeting how the new system will work which start in August. Patients need to pop their repeat prescriptions into the surgery, the pharmacy will not accept them anymore, this is happening across the country in an aim to stop pharmacies prescribing medication that has not been requested.</p> <p>Patients are also advised that some medication can be brought over the counter rather than asking for them on a prescription. By implementing the above it should save the NHS money.</p>
	<b>TB – Patients not presenting for over 5 years</b>	<p>TB – informed the PPG he heard about changes coming soon where if a patient has not visited their surgery with in the past 5 years they would be removed from the surgery books.</p> <p>All agreed this would cause problems as the meeting felt that patients would present just to stay at their surgery.</p>
	<b>SD – Brambles</b>	<p>SD – advised that the brambles to the right</p>

		side of the surgery entrance needed cutting back as patients could hurt themselves. <b><u>JO – to action</u></b>
	<b>TB/RH – Parking on the grass</b>	TB/RH – Would it not be a good idea to get meshing to cover the grass where staff parked <b><u>JO – to action</u></b>
	<b>PLL – Doctor Skew</b>	PLL – praised Doctor Skew as after receiving a steroid injection 24 hrs. later she was pain free.
	<b>TB – Paul Murthwaite</b>	JO – advised that Paul would be returning back to work on reduced hours from Monday and explained that Paul had been extremely poorly.
	<b>Doctors</b>	JO – explained that Doctor Baskaran had reduced his hours and only works 2 days a week Monday and a Wednesday. Advised that Doctor Carter our long term Locum will do 3 days a week
	<b>AOB</b>	
	<b>Coast Guard at Jaywick</b>	RH – after another death over the weekend the PPG thought this should be addressed by the council by putting up flags advising of the dangers of the tides like they do at the Clacton part of the beach. <b><u>RH – will speak to Tim Sutton (TDC) and feed back</u></b>
	<b>RH – Hospital Hopper – Tendering Community Transport</b>	RH – was meeting with the National Lottery today to try and get funding for another community bus. At present the one bus they have is full to capacity and he is concerned with the changes happening at Colchester General Hospital where some patients will need to travel to Ipswich Hospital for treatment this will be unsustainable. <b><u>RH – to feedback</u></b>
	<b>EPM - Praise</b>	EPM – advised that over the last 12 months the surgery had improved and he feels more confident.  JO – Advised this was down to the whole team.
<b>Next Meeting Scheduled: 25.10.2016 @10.30am Green Elms</b>		