

Patient Participation Group (PPG) Meeting – Wednesday 5th July 2017

18:30 – 19:30

Present: Karen Sadler (KS) – Managing Partner at East Lynne Medical Centre
Dawn Lambert (DL) – Finance Officer at East Lynne Medical Centre (Minutes)
Healthier Simpson (HS) – Nurse Practitioner – East Lynne Medical Centre
Lynsey Bessent (LB) – PPG Member Patricia Chamberlain (PC) – PPG Member
Rose Goodwin (RG) - PPG Member Jacqueline Lyons (JL) – PPG Member
Brian McKeown (BM) – PPG Chair Michael Pheasant (MP) – PPG Member
Diana Splarn (DS) – PPG Member Elaine Symonds (ES) – PPG Member
Elaine Symonds (ES) – PPG Member

Apologies: Pauline Mackenzie (PM) – Practice Manager at East Lynne Medical Centre
Elizabeth Boyle (EB) – PPG Member Helen Burfoot (HB) – PPG Member
Janice Brierley (JB) – PPG Member Jackie Fairweather (JF) - PPG Member
Gillian Lingwood (GL) – PPG Member Alan Penney (AP) – PPG Member
Penelope Read (PL) – PPG Member

Abbreviations: East Lynne Medical Centre (ELMC). Clinical Commissioning Group (CCG). NHS England (NHSE). Anglian Community Enterprise (ACE). Community Interest Company (CIC). Clacton GP Alliance (CGPA), Nurse Practitioner (NP) Advance Nurse Practitioner (ANP)

- **Welcome and apologies.**

Chair BM opened the meeting by thanking all parties for attending.

- **Minutes and corrections from last minutes.**

Minutes were passed by the group.

- **Surgery update from KS, Managing Partner.**

Clacton GP Alliance (CGPA) are continuing to formalise a legal structure and have begun putting in bids, for example to provide extended hours via the group. This will begin as access on a Saturday, then eventually on a Sunday. Patients may be asked to attend an alternative site, possibly Clacton Hospital. CGPA are also setting up a minor illness hub and some appointments may be directed through this service.

Care Navigation – CGPA are advancing a single point of contact which will mean one telephone call to a whole new telephone system and a number of trained care navigators to direct calls for all surgeries in the Alliance. KS has secured East Lynne as one of 5 surgeries trialling the system, meaning we can be influential in shaping the system and ensure patient safety is in the forefront of everything. If all IT and training is in place, the pilot tests will be in November. Once any initial teething problems have been resolved by the pilot sites, it will be rolled out to other surgeries to ensure there is no disparity between practices and the way calls are answered or appointments allocated. Patients may be asked questions similarly to 111, they will be able to view history to aid continuity of care.

KS requested feedback via PPG to advise how it is working.

Prescriptions and results will be as normal via the surgery.

Initially the new partners goal was to improve the CQC rating for the surgery. now they have achieved that, they can make other improvements. A Reception Manager, Debbie, has been appointed to support and develop the reception team. Debbie will be the first point of call with reception problems.

- **Chairman's report**

PPG Summit stated ELMC was praised as leading the way with Nurse Practitioner (NP) or Advanced Nurse Practitioner (ANP) care.

NHSE presented a talk on the difficulties recruiting and promoting NP's stating they can do 90-95% of what a GP can do, within their remit.

KS confirmed an ANP or NP can do the vast majority of what a GP can do and that whatever they cannot help with, they will get the GP to do it. 2 new NP's have started, Heather and Zoe R, therefore there will usually be 3 ANP/NP's on site each day and one on home visits.

Chair of Ranworth PPG is requesting 1 or 2 members from each surgery in Clacton GP Alliance to form a PPG Alliance to discuss the way forward eg what works well/badly. BM asked for opinions.

PPG member voiced concern of risk if patients get together and discuss items that it could undermine work the surgery or CGPA are working on.

PPG Member suggested a virtual group via email and that it would be good to hear what happens elsewhere.

BM reinforced they would need a volunteer but at this stage he would gain more information about what would be involved, when they meet on 19th July.

KS advised the group that constructive criticism is welcome, although if they do not like an idea, reasons must be given. She stated we do not have to do everything the CGPA does and that if the service is not good for the surgery, we will not do it. She explained the way forward is larger group practices of 30-35,000 patients.

BM stated recent press has claimed Clacton and Harwich Minor Injuries Units have been saved. Unfortunately CQC has requested an urgent review of Colchester Walk-in centre and Accident & Emergency Unit and it has been suggested that they will not keep both open as patients are bounced from one to the other up to 28 times a week. It has been suggested to move or close one, then they will move on to look at Harwich and Clacton. If ELMC is moved to Clacton Hospital, Minor Injuries could be linked to it.

KS added ELMC will move within next 4 years, Ranworth Surgery is also in talks to move, probably alongside us at Hospital site where community services available.

PPG member concerned about travelling further.

BM reminded the group that 1100 patients registered at Frinton Road, who originally objected to moving to Kennedy Way, followed a Doctor further away to Wash Lane.

- **Any other Business / Questions regarding PPG or surgery**

??PPG / Forum meeting 19th July at Weeley Village Hall at 2:30pm

Recently approved increase of housing developments will impact on GP services. PPG members to keep an eye on it. Potentially 1000's of house, BM to raise for investigation.

Encourage your friends or family to join ELMC PPG – it is a two way communication process to benefit all patients future.

- **Close**

BM thanked the group for attending and the meeting closed at 7:30pm.

Next meeting Thursday 19th October 2017 at 6:30pm at the surgery. Member felt Thursdays are preferable.

Members are reminded that they can contact Brian by his telephone number: 01255 436977 or email address: mckeownjb@yahoo.co.uk