

Colchester Medical Practice Patient Participation Group

Minutes of the meeting on 4th July 2022

Present: Jennifer Smith (PH) : Alan Murrells (SE) : Julie Litherland (CG) : Paul Larkin (PH)
(Chairperson) : Ann Larkin (PH)
Ex officio Richard Miller, Business Manager for Colchester Medical Practice
Dr Kunche, GP at Parsons Heath

Apologies Russell Watterson (WR)

Ann has received resignation notices from both Chris Cornes and Yvonne Richards who both served as members of Wimpole Road surgery. RM will, in the first instance, ask the GPs if they have suggestions for who may like to join the PPG. There being only one participant from Castle Gardens, RM will ask there also.

- 1 Richard introduced Dr Kunche to us, a GP from Parsons Heath.
- 2 Minutes of last meeting
The minutes were taken as a true record and signed and dated by the Chairman.
- 3 Matters arising from the minutes
 - Item 3.1 The privacy notice on reception at Shrub End surgery is in the correct place.
 - Item 7.3 All Receptionists at Wimpole Road surgery have been updated on the question of bookable appointments.
- 4 PPG constitution
A couple of minor amendments were made to the constitution, which will now be posted on the website and all noticeboards.
- 5 Research practice
Richard explained that the Practice is already involved in research, no drug ever goes near a patient until it is rigorously tested and researched. This research has been built up over recent years. Research is in addition to patient care rather than as a replacement for care. Last year Colchester Medical Practice were the best research practice of the year.
When RM spoke to the study team, they did mention that they would be pleased to come along to speak to our PPG.
AM said that the best practice certificate should be posted on the website or on noticeboards. We should promote our accolades.
RM then added that the practice received another award last year, as first practice to give 25,000 vaccinations against Covid 19.
It was agreed that this information should be promoted. Anything like this, which would bring good publicity to the practice, should be notified to the local press.
Whilst on this subject, RM stated that our MP, Will Quince, would formally open the new Health and Wellbeing Hub; also in attendance will be the Chairperson (Dr Hasan Chowhan) and one of the directors (Pam Green) of the old CCG.
- 6 Early morning, evening and some Saturday morning appointments have been an on-going established service at the Practice but this has fallen under two headings – Extended Hours and Extended Access. As from October changes come into play whereby a new contract “Extended Access” will take over from both headings and will that say the practice may provide extra hours but only between 8.00am and 8.00pm and on Saturdays from 9.00 to 6.00pm. The surgery is keen to keep the early morning appointments that have proved so popular with patients. The early morning contract will not be given unless there is evidence that there is

support from patients that they are keen for this facility to be provided. The early morning appointments are always popular and always filled.

The PPG therefore support the continuation of early morning appointments at our practice and ask for this to be endorsed by the ICB.

The practice will provide an all day service on a Saturday but this will be at the Parsons Heath Surgery only. All patients from all four sites will have equal opportunity to book these appointments.

All "Extended Access" appointments are bookable only. There will be no walk-in facility.

Only GPs, Nurse Specialists and other practice staff working at Colchester Medical Practice will cover these appointments. This is of benefit to both patient and surgery.

- 7 Weekend working was covered in the point 6 above.
- 8 Items from suggestion boxes
There were two comments from Shrub End surgery, two from Wimpole Road surgery, one comment from Parsons Heath surgery and one comment from Castle Gardens surgery. These were all circulated to the committee before the meeting and have already been dealt with/replied to.
- 9 Visit to the new Health and Wellbeing Hub
We were shown around the new Health and Wellbeing Hub and were all very impressed. There is a dedicated child counselling room, one treatment room, four consulting rooms and the reception/office room.
There is an interview for a health and wellbeing person already arranged for next week. The existing social prescriber from Community 360 will also be based here.
Additional roles will come along once the first roles are up and running. There are potential plans for a dietician for next year, and additional roles are dictated by NHS England.
The ICB are giving money for a cancer nurse specialist as an 18month pilot. If successful this role will continue.
- 10 Any other business
 - 10.1.1 AM thinks the position of the suggestion box at Shrub End is wrong. RM will investigate
 - 10.1.2 AM reported that when speaking with a GP recently he was told that he/she received letters of complaint stating that he/she was not doing their job properly regularly and often. AM wanted to know how many letters were sent in saying that GPs were not doing their jobs properly. RM was not aware of this and all complaints – or compliments – are logged and recorded by one person in the surgery so statistics collected.
RM was asked to bring along last year's complaints log for last year.
 - 10.1.3 AM asked if there was a person in surgery who could sign for a patient. RM stated that hearing loops are in every room to assist those with hearing aids. The surgery has access to translation services – for any language, including signing.
 - 10.1.4 PL remarked on a programme on Look East where it stated that our ICB was for Suffolk and North East Essex. Was this correct? PL believed we were North East Essex and South Suffolk. When did this change?
 - 10.1.5 RM reported that the practice Clinical Director, Dr Bishop, sits on the ICB Alliance.
- 11 Date of next meeting
Monday 3rd October 2022 at 6.00pm at Parsons Heath Surgery

Signed

Chairperson

Date