

Colchester Medical Practice Patient Participation Group Inaugural Meeting
held on Monday 24 January 2022

Present: Richard Miller, Business Manager for Colchester Medical Practice : Chris Horn (WR) : Yvonne Richards (WR) : Peter Dennis (PH) : Alan (SE) : Julie (CG) : Paul Larkin (PH) : Ann Larkin (PH)

Apologies: Jennifer Smith (PH) : Don Quinn (WR)

The four surgeries making up Colchester Medical Practice are:

Castle Gardens (CG)
Parsons Heath (PH)
Shrub End (SE)
Wimpole Road (WR)

Patient Participation Groups (PPGs) are contractual by Public Health England – we have to have a PPG! The meetings are not for personal gripes, but they enable patients to make contact to raise concerns, ideas, plaudits for each of our surgeries or jointly.

Our aims are - To support the surgery
To answer patients' non-clinical queries

Roles needed in our PPG are Chairman, Vice Chairman and Secretary

Ann has volunteered to take on the role as Secretary

Paul has volunteered to take on the role as Chairman

There is a vacancy for Vice Chairman

Richard pointed out that he was there to facilitate the meeting. He will not be part of all future meetings. He will be in attendance if invited to be. At future meetings we can arrange for a GP to sit in or for speakers to come in.

There will be a notice board and suggestion box in each surgery which will be separate from existing notice boards, so that anyone can comment, pose a question, make a suggestion.

All four surgeries work in the same way with the same management structure, but they also maintain their own identities.

It was asked "Do GPs still make home visits?" Yes, but this was reduced during the pandemic. It is/will be back. The practice has indeed provided home visits and face-to-face appointments throughout the pandemic when it has been clinically necessary.

"Will the meetings always take place at Parsons Heath?" Yes. Parsons Heath has the facility of the waiting room which can be shut off from the rest of the surgery. Other surgeries do not have waiting rooms conducive to a private meeting.

"Is there a limit to the number on the committee?" It is best to not have too many people, possibly 10 or 12, with hopefully two members at least from each surgery.

"How frequently will the meetings be?" Four times a year. The dates were set for the next year, these being – 4th April 2022, 4th July 2022, 3rd October 2022 and 9th January 2023 (which will be the AGM)

There will be an Annual General Meeting each year and it was proposed this be in January.

Ann will need to set up an email account for the PPG so that patients can contact with remarks, questions, comments. This email address will be on all noticeboards.

There is a business model for practice partnership.

Any other business

- 1 Should there be a paper dispenser and wipes in waiting rooms – there are wipes
- 2 We should have a notice board with suggestion box attached. Richard will organise this for each surgery
- 3 The CCG is changing to the Integrated Care Board as from July 2022
- 4 When a GP refers someone to cancer services they should very clearly use the words “cancer referral” in their letter. Surgeries should put together a sheet/handout that tells patients what will happen. Richard said he was confident all GPs have leaflets close to hand and hopefully they give them out.
- 5 Not all referrals get put on the system. Should there be an area clinical systems guru? All formal referrals from a clinician will have a copy on the system of the referral form/letter, however, patients can self-refer to some services meaning there will not be a form/letter, although there will usually be a note made in the patient record that self-referral has been recommended and agreed.
- 6 There is concern over privacy when speaking to a receptionist at the desk. If anyone feels uncomfortable speaking at reception they can ask to speak to someone more privately. As discussed, Richard will arrange for a prominent note to be displayed on each reception to make this clear.
- 7 A patient satisfaction survey was sent in the post. Who sent them out? 600-700 were sent out, 200 returned. Patient surveys are sent out from NHS England, not practices.
- 8 How large is the Practice – 38,000 patients across all four sites
- 9 The bungalow next to PH surgery has been bought and is currently being extended and fitted out to be a Health and Wellbeing Hub to be used by all four sites. There will be physiotherapy services based there, a child counsellor. It will mean we can increase and grow the services provided.
- 10 There has recently been an incident where a patient approached the reception desk with their mobile phone and was filming the exchange with the receptionist. This is unacceptable practice and there will be notices put up stating that there will be no filming or recording in any public areas.

The next meeting will be held on Monday 4th April 2022 at 6.00pm at Parsons Heath Surgery

Signed

Chairperson

Date