



Mid Essex CCG

Dr Mohanty & Partner Patient Participation Group

Wednesday 24th August 2016 @ 18.00-19.00pm

Witham Health Centre

Present

Neil Coughlan	Patient – Dr Mohanty & Partners
Denise Saunders	Patient – Dr Mohanty & Partners
Morris Timberlake	Patient – Dr Mohanty & Partners
Margaret Mott	Patient – Dr Mohanty & Partners
Rachel Evans	Patient – Dr Mohanty & Partners
Tina Townsend	Patient – Dr Mohanty & Partners
Marie Venkatasawmy	Practice Manager – Dr Mohanty & Partners
Jocelyn Fehmi	Senior Administrator – Dr Mohanty & Partners
Laura Small	Administrator – Dr Mohanty & Partners
Lesley Coote	Receptionist – Dr Mohanty & Partners

1.	Apologies
	Tracey Jobson, Patrick Webb, Jeanette Johnson, Emma Hodgson, Jackie Hutchins Simon Dove, Ian McPherson, Olive Bryan, Maureen Bodfield, Jagvit Tumber Jenny Newton
2.	Welcome and Introductions
	MV opened the meeting by welcoming and thanking everyone for coming. This was a new Patient Participation Group from the previous one as these members had disbanded and Marie had only been in post since April onwards. Went round the table of members and each member introduced themselves individually. Explanation was given on what the PPG is and why it is held
3.	What is a Patient Participation Group (PPG)
	<p>Since April 2011, having a PPG has been an enhanced service i.e. an optional clause in the GP contract which attracted extra funding. This funding ceased on 31 March 2015 and the associated funding will be reinvested in “global sum” i.e. the standard contract. This change follows feedback from practices that excessive monitoring and reporting required for the enhanced service has detracted from the purpose of patient participation.</p> <p>From 1 April 2015, it will be a contractual requirement for all English practices to form a patient participation group (PPG) during the year ahead and to make reasonable efforts for this to be representative of the practice population. Having a PPG is already the norm for most practices and is expected for CQC inspection.</p>

- The practice must engage with the PPG including obtaining patient feedback and, where the practice and PPG agree, will act on suggestions for improvement.
- Practices will be required to confirm through the e-declaration that they have fulfilled these requirements. The change will reduce practices' PPG workload as reporting requirements (set out in the previous optional "enhanced service" clauses) will be withdrawn.
- The practice PPG will need to enable the involvement of carers of registered patients but who themselves are not registered patients.

4. Terms of Reference, Ground Rules and Confidentiality Agreement

Marie explained the terms of reference, went through the ground rules and Confidentiality Agreement. Marie led the discussion and the group members agreed that these were all acceptable.



PPG Ground Rules Leaflet.docx



Confidentiality agreement for PPG m



PPG Constitution.docx



Patients_Participation_Group_Poster_(PPG)

It was explained that to keep this PPG up and running we would need help organising, hosting, and implementing any action points discussed.

A chairperson needs to be elected or if no volunteers to come forward, to email Marie of their nomination/decision to take this responsibility. Each member would be given an area of responsibility to take on, when there were actions to be completed. All agreed that this was okay.

All members of the Patient Participation group to be able to voice and share their opinions on subjects discussed, and to be given the chance to do so, no other member of the group should override this, as all opinions, views and thoughts are no less than any others. All agreed this was the way forward.

MV wanted to implement actions and that would have a positive impact on the GP surgeries in Witham, as well as the community, how we move forward and how we do this was discussed. Various suggestions and solutions were brought up by members of the PPG and these were discussed.

Marie felt that it would benefit the practice if we could increase the members of the new PPG. Members of staff at Dr Mohanty and Partners are actively recruiting on a daily basis; need to start advertising the PPG group. TT advised that she would support this process by way of her contacts and connections and to let her know if we needed her help. Thank you Tina

5. Plans for super Surgery in Witham

The main discussion point was around the new super surgery which was being considered (in the pipeline) for Witham and its rejuvenation.

MV handed out a copy of the Federation Vs Super Practice article and asked if anyone had heard or was aware of Witham Town's future plans for the community.

Discussions around the new build surgery took place and when this will be taking place. No confirmed/proposed dates as a definite.

MV asked what everyone thought about this, were they aware of such a venture and had any of the community/patients had any involvement in this project.

All stated no they had not and all did not agree with the idea, putting other ideas in place which would be more beneficial than the original plan. General consensus was that this would not happen yet and it had been in discussion for a long time now.

Witham needs more facilities in the locality, not a one stop shop for all! The idea is good but needs to be redesigned to cater for other necessities that patients feel is warranted in Witham

NC: Prevention is much better than a cure,

TT & MM: 380 new houses are being built within the Forest Road area of Witham. PPG to look into the possibility of a satellite surgery being built linked to Dr Mohanty & Partner.

The PPG felt that decisions about Witham were being made without any input from the community or patients input regarding GP services and how they feel it should be led, after all these are the customers that use our services. All agreed

And so the PPG have decided to do a survey and give the results in to the Witham PM

Survey monkey TT to sort out for us and questions which were discussed and agreed upon by all around the table to be asked are:

- What medical services would you like to see available in Witham
- How would you like to see this facilitated with a super surgery or individual services spread around Witham, (GP's in four corners of Witham)
- How do you find the travel to your service, easily accessible or a rather long trip!

We would also need to do a brief description of what is happening regarding this supercentre, what it's all about.

TT: said there would be an underground/multi storey parking but this would only complicate matters as look at Broomfield Hospital and Basildon and Thurrock University hospital, all with multi storey car parks but still overflowing and full to capacity every day. How would the area that has been designated for this supercentre cope with this everyday influx of traffic?

Members felt that this would not be easily accessible to the senior members of the public and you would lose that personal patient touch, which a lot of patients like, the foot fall through Witham would be heavily increased, therefore increasing traffic and pollution.

Examples given of money being spent, on buildings such as the Douglas Grove centre, Braintree Community Hospital and the Chelmsford walk in centre. BCH, certain services in this building is being closed down, such as the RAU UNIT (rapid assessment unit and some of the dermatology clinics not running from this site anymore.

RE: Said that it would be good for GP Practices to have more communications with the schools in the area also said how easy it is to get an appointment with her GP practice and that the receptionists are very professional and polite, always go out their way to try and accommodate the patient and their queries.

TT: It would be a good idea for the schools and the youth chamber to get together or work together. **Contact Sydney.....**

	<p>The plan is to:</p> <ul style="list-style-type: none"> • To elect/nominate a Chairman and a deputy chairperson • TT: to get back to PPG and inform us of a date with the MP to attend our PPG meeting. • To get up and running on social media sights • To do a survey monkey for our patient and push out via link and text to all patients mobile numbers. Practice staff to do this • To advertise the PPG also by text and also to find a name for our group members PPG, maybe do a competition via the surgery and get patients to suggest a name. Put out a suggestion box. Maybe involve the schools in naming our PPG and give a little prize out for the winner.
6.	<p>Phlebotomy services</p>
	<p>Phlebotomy services were mentioned due to an outcome a member had experienced whilst getting their bloods taken, so MV asked why were they going elsewhere to get their bloods done when Dr Mohanty & Partners runs their own blood clinics in the practice.</p> <p>Our blood clinics run daily Monday to Friday from 8am-9am with our Practice nurses, though MV would like to extend this time and the practice has already sent a member of staff on a phlebotomy course. Phlebotomy core skills and competencies are being observed and hopefully will be increasing our hours regarding phlebotomy clinics and the demand for this will be catered for.</p> <p>MV to check if can do other patients outside of her GP Practice, if Douglas grove surgery were doing all patients within the locality; MV does not see why Dr Mohanty & Partners cannot do this. Most patients seem to be unaware of this service that we provide and so within this PPG we are now saying to patients please book an appointment with us. We will be trialling our hours maybe do 8am-10am or do 8am till 11am. Depends upon the demand for phlebotomy.</p>
7.	<p>Mid Essex Clinical Commissioning Group's Public Newsletter</p>
	<p>Dr Mohanty & Partners is attaching the latest edition of Mid Essex Clinical Commissioning Group's public newsletter, Engage, to these minutes. Please share it widely. This will be sent to you as the Practice receives it.</p> <p>We would be grateful if you could send us any feedback about the newsletter that you receive or wish to offer.</p> <div style="text-align: center;">  <p>Engage Jun-Jul 2016.pdf</p> </div>
8.	<p>AOB – Any other business</p>
	<p>AOB agenda items not discussed due to time running out, but to be discussed at the next meeting which would be taking place on a monthly basis and not bi-monthly due</p>

	<p>to nature of agenda items, complexity and the work needed to carry these out. All agreed</p> <ul style="list-style-type: none"> • It was agreed that the minutes would not be published until they had been agreed by all members. The minutes would be sent to everyone via email distribution list and confirmed that everybody was happy with them. Once confirmation of all agreed, then they would be published on the practice website and also in the chambers of commerce by Tina, all agreed that this would be the normal procedure. • Looking at different agenda items for the next meetings, please feed any ideas into Marie, Laura and Joss. Ideas raised today: To have representation from the Mental Health Teams and the Witham MP, Yearly Community Health awareness day, Fundraising ideas, collaboration with the local Schools Maltings Academy and New Rickstones Academy.
9.	Date of next meeting
	<p>The next PPG will be held on Tuesday 20th September 2016 at 18.00- 19:30pm in the Witham Health Centre and organised by Dr Mohanty & Partner's Practice Manager MV and members of her practice team LS & JF.</p> <p>For those that cannot attend this date please give as much advanced notice as possible as we will providing refreshments nibbles/drinks for this. We would like everyone to be part of this month's agenda which is what's happening in Witham, so we would really appreciate your presence.</p>