

BLUEBELL SURGERY PATIENT REFERENCE GROUP

MINUTES OF MEETING HELD ON Thursday 25th January 2018 at 12.30pm

PRESENT: Tony Watson Chairman, June Burman, Roy Butterfield, John Watts, Mike Gunning, (new Member Lisa Cepparulo) and Jane Frost (Practice Manager).

1. Welcome/Apologies:

Welcome: Tony welcomed Lisa on behalf of the group for attending and hoped that she would continue to attend, as it was nice to have a new member with different ideas etc.

Apologies from: Bill Anderson, Rita Dove and Mike Fletcher

2. Minutes of last meeting (19.10.17)

Minutes of last meeting approved by Tony and seconded by June.

3. Matters arising from last minutes

Discussed further regarding flu uptake and concerns regarding the Australian flu that was going around. Jane reiterated that the surgery has tried to encourage patients entitled to have the jab to come along, but it is up to them whether they attend. We usually send a text message or inform the patients when they attend for an appointment.

We have a number of flu jabs left, but we can return 20% as long as they are full boxes.

MG asked again about what are the priorities of the CCG and Jane stated that they do have a representation at the Practice Manager's meetings each month where we can put concerns. Regarding the public having a say in what the CCG do, they do organise meetings for the public to go along to and they ensure significant information is placed in the local press.

Jane stated that if she had anything significant emailed to her regarding future services she would forward these to the group.

The group asked about interpreter services for those patients' who do not speak English. Jane explained that the CCG provide a service whereby the surgery telephones and asked for the specific language. They are then put through to an interpreter who speaks to the patient and then the GP via the telephone. We can have face to face contact, but this has to be booked in advance.

Discussion was held around the recent problems with ambulances having to wait outside A&E and also patients not being able to have ambulance transport for routine appointments. It was decided that this was down to all the cut backs which is affecting many services within the NHS.

4. Surgery Updates

Due to our new member of the group Jane explained briefly about the capitation of the practice being mainly young families and that the surgery had approximately 190 patients over 65 years of age. This is very unusual for a surgery and that is why we are not funded quite as much as other surgeries that have a higher ratio of elderly patients to younger ones.

However, this does not mean that we do not offer the same services as other surgeries because of being small. Our patients still receive as much as our staff can offer and because we are small we get to know our patients well.

The other members stated that the surgery started in Porta Cabins so it has certainly improved considerably since those times.

June then discussed the meeting that she attended on behalf of the surgery regarding Local Matters. This was held at a church in Whitehall Industrial Estate and only approximately 20 people were in attendance. Ray Hordesley was Chair and the Medical Director from Ipswich Hospital was also present. The main discussions were to the changes that will be made to medical staff and how it will work between the hospitals. It is not going to be a complete amalgamation between Colchester and Ipswich, but certain services will be shared. It was stated that by July 2018 Essex County Hospital will be closing. Most services from ECH will be moving to where the WIC is situated. This means that the Ophthalmology department will be gaining more room space which will be a bonus. There is planning for a multi-story car park at Colchester hospital.

The next meeting will be Wednesday 28th February specifically regarding pilot helpline scheme for the elderly. Volunteers were asked for from the group to go along instead of June. Roy did state that he may be able to attend the next meeting. We said that perhaps the group could take it in turns to attend.

5. AOB

The one sad issue discussed was that June was going to be leaving the group, having been involved for a long time. She has too many other commitments at the moment and both she and her husband needed time for these.

Tony thanked June on behalf of the group for all that she had done and for going along to the meetings on our behalf. We all wished her and her husband well as they would soon be celebrating a major wedding anniversary.

No further business discussed.

The meeting closed at 1.30pm

The next meeting will be Wednesday 25th April at 12.30 at the surgery.