**Mid Essex CCG**

**Dr Mohanty & Partner Patient Participation Group**

**Tuesday 27th October 2016 @ 14.00-16.00pm**

**Witham Health Centre**

**Present**

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| **Neil Coughlan** | **Chairman/Patient – Dr Mohanty & Partners** |
| **Tina Townsend** | **Deputy Chair/ Patient – Dr Mohanty & Partners** |
| **Maggie Mott** | **Patient – Dr Mohanty & Partners** |
| **Marie Venkatasawmy** | **Practice Manager – Dr Mohanty & Partners** |
| **Jocelyn Fehmi**  | **Senior Administrator – Dr Mohanty & Partners** |
| **Laura Small**  | **Administrator – Dr Mohanty & Partners** |

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| **1.** | **Apologies** |
|  | Patrick Webb, Jeanette Johnson, Emma Hodgson, Jackie HutchinsSimon Dove, Olive Bryan, Jagvit Tumber, Jenny Newton, Rachel Evans, Morris Timberlake  |
| **2.** | **Welcome and Introductions** |
| **3.** | Hello and welcomes given and thank you all for attending the small group today. This was due to the timing of the day and not in the evening. Meeting had been rescheduled due to **PM: MV** being on annual leave last week, but will go back to the evenings on a Tuesday as stated before by all PPG members. Discussion took place around the agenda and the minutes what would happen from now on: **MV:** How this would work with the chairman and deputy now in place regarding the agenda and it should be distributed a week before the meeting takes place and with the PPG’s input.**NC:** Yes and the reason being that this group would not be considered as independent and its needs to look like a proper group with the patients input and not just the GP’s.**MV:** LS to send the agenda out to everyone with the GP’s input and then the patient’s to then add what they wish to discuss on the agenda and this will go directly through the chairman NC.**NC:** The patients can then contact NC and inform him of what they wish to be discussed  **MM:** Asked for NC email address**TT:** Can we (LS) put in in the minutes as a reminder to everyone when they wish to contact or confer with the chairman the email address.**MV:** We will add it into the minutes so that everyone is able to contact our chairman but we will also the deputy chairman’s email address for back up when NC is either away or cannot make a meeting.  **Minutes of the previous meeting**  |
|  | MV asked if everyone was happy with the minutes of the previous meeting and the discussions that took place. No copies of minutes printed out but all agreed were fine with no changes to be made, for those that were not here, we agreed on their behalf. Also printing too many copies as we received this via email anyway, we were being conscious of the carbon footprint and being environmentally friendly! **TT:** Said that she had no objections via her email |
| **4.** | **PPG Medical Services Questionnaire**  |
|  | A discussion took place around the monkey survey results Everyone wants to know the outcome of the in house survey results, and LS read them out in her clear and precise tone so that everybody could follow and hear. Went through the survey results with LS being the reader/commentator and then we commented on them as LS went along.All had hard copies of the survey print out as LS read out percentages and outcome. Please see survey **Q1 What medical services would you like to see available in Witham?**48% for local Consultant Appointments which we though was quite low and Physiotherapy which was at 52%, JF: Also quite lowWe all thought these two figures would be the other way round,**NC**: The figures are good and it was great that we got these**LS:** Additional services that the Witham community would like to see locally a lot of people said the same so listed the main ones that kept coming up more frequently than others, Alternative help other than drugs, not sure what that meant **MV:** said it **c**ould mean holistic and TT agreed other than taking drugs what else could be done for them. **LS:** Chiropody which is a major deficiency within this area, there is only one lady that accommodates this service somewhere near/around the train station**TT:** Knows someone in Silver End who comes to the Witham area to provide this service**LS:** To get his details from **TT** as we have no one in Witham that provides this serviceIts only NHS and Diabetes patients that are referred to the one here so this would be good to for the other patientsSmears at secure health centre, sexual health don’t do anymore as not located here at the moment, **LS:** Said thatQ1 and the additional services covers quite a vast domain and we all agreed **TT:** It is good because this is what people want, these comments would not have been made if there was nobody out there that didn’t want it! **NC:** A town this size should have access to at least some of these services We all agreed we should have some of these services in place as a default system, as Maldon have got such services and this is where our patients are going! **MV:** Stated that she was surprised that there wasn’t anything as such already as Witham is a large town! **TT/NC:** We will have potentially an excess of 30,000 people coming through this town due to growth, its already started with the new housing developments (Rivenhall way)**Q2 One super surgery came in at 48.25%, although targeted** **Question 2** was the main question that we wanted to know how people felt; we were okay with the results as it was quite close but the answer to remain as individual surgeries within the area won by a small margin! But this is still reflective of what people want **TT:** said that we may have targeted just under 6000 patients, we have had 292 responses and this means that over 100 (around 150) people have looked at this survey saying actually we don’t want the super surgery. If you look at this and say one person has completed this per household that 150 households! This is good.**If we were to go for a super surgery**If the survey is pushed out further or more, it would be good. We don’t think that the patient’s or the community of Witham understand what this one super surgery implies. They think it’s going to deliver all these services in one building, but it is and if people realise this, then they may think differently. This is why taking the survey to another level if patients were to go for a super surgery there is no guarantee that it will be a better service than what you are getting now nor is it a guarantee that it will get any worse but patients will realise it may or may not include the things that have been listed in the monkey survey. **LS: One patient’s comment re: super surgery, efficient, putting patient’s first service,**  patient’s think because it’s a brand new giant super surgery in a new building that it will be this considered more patient orientated, we are already giving a patient orientated service but maybe the bigger surgeries don’t realise what the smaller surgeries are offering to their patients. Patient’s will think a super surgery is better but will they realise it may or may include the services you want**Comment made: MM:** The change here has been quite dramatic in the time spent here as a patient **NC**: The Super surgery has already had some publicity; the survey result is good against the publicity, and the publicity for this has been going on for a while**TT:** Are we happy to release these results as a group decision and the practice. Can we allow these results to go out and to be seen, need to get the Practice’s agreement on this, as well as the group’s decision? **PM:** Doesn’t see why not as it would be beneficial for our patients and our patient participation group, the PPG need to be seen as being independent and having their say. Not being led or steered in any direction apart from group discussions and comments made. The PPG makes its own judgements. The partners are aware we have done a survey and are fine.**TT:** The survey has gone out as it and the fact is the PPG has to remain as an independent group. It’s how the group felt when deciding how the questions came across**MV:** As a practice we should be supporting our PPG/ patients doing this and hearing the PPG’s voice that’s the whole point of the PPG **TT:** The fact that it hasn’t come back with the result we truly wanted, is the view of the patient’s**NC:** Thought it was very good for us as this is what people want. Is this super surgery going to deliver anything back to the community and if this project doesn’t deliver than this project won’t happen **TT:** With the super surgery we don’t know if you will see the same GP every time if you put all GP surgeries into a super surgery as no guarantee that NHS England won’t say that all surgery lists are shared due to all being in one place, you may not end up seeing your own GP!The PPG did ask Dr Mayet who is the lead on this project to come and talk to our PPG in an informal way to find out more about the proposed plans and he said no. Saying no and being the lead campaigner in this project as we have been led to believe seems to instil little confidence in as to what is going on! We feel as if this project is being pushed through without the patient’s having an actual say, or nay input which is not rightWe will put the survey out there and our PPG has done this, the results are fairly even but at the same we are asking for more information but we have not been given this information or any at all! We discussed what was in the papers it says there has been monies to approve a super surgeryIf the outcome is a super surgery then that’s fine but why all so cloak and dagger about this project and it hasn’t even started! There’s is no clarity and clear content as to what is going onNobody knows what is going on apart from the MP, NHS England/CCG**Query:** Maybe a letter to MP:PP or meeting to ask what is going on, even though we had arranged a meeting but it was declined/cancelled **Action point:** So TT to try and arrange another meeting **NC:** We can then try and get some clarification on what the actual plan isMP:PP is more to do with public relationsMV: The rumours going round or what we have been told is that when we move in that it will be rent free**NC**: Someone will be paying the rent**LC**: It will come straight from NHS England**Q3: Travelling we won’t expecting these results quite good, we thought poor would be much higher!** The additional comments picked out the most common expressed view it costs roughly £30 for a taxi to Maldon**MM:** A lot of people have difficulty getting anywhere, the footfall through the town will be awful and this will alienate people on the outskirts of town**NC:** Asked where do our patients come from? **LS:** Silver End way **Clarification:** we are happy for TT to scan the survey and send it over to Braintree and Witham Times as it is.**NC:** Question two is based on a perception of what people think it is which is incorrect **JF:** It’s being sold as a purely positive issue but there are 51.75% of people who are not convinced, so we need to know more rather than being kept in the dark**Question:** Being sold as a purely positive agenda but need to know what and if the negatives are? Martin Royal: Estates Director for Maldon and Witham is the GP lead for the practice that is project managing the approach to the Witham surgery development.**TT:** To send out one page of the results of our recent survey regarding Q2 and to ask people to please give their comments as to what they expect once they have a super surgery.What are patient’s expectations of a super surgery as a follow on from this survey **Issues raised:** Capacity is a worry because the town is expanding we need to be able to meet this demandResults should be available in October for the bid process; it was disappointing that funding had been dramatically cut for this project from 1 billion. Discussed misrepresentation in these minutes of the meetings that all GP’s agreed NHS England and approved funding for the new super surgery,Extract taken from newspaper re: MP and GP’s and partners agreeing to this projectMonies will be used to fund potential sites and services. Funding has been supported in principle **NC:** Will the GP’s be forced to go into this new building. This is an example of a new build but all services terminating or not running from the premises, could end up not being utilised properly. Will this happen to the new super surgery? will it just be left with no services running from itIf the funding coming this way can used in an appropriate manner there’s no reason why there can’t be a supercentre as long as they are prepared to do this in such a way that it doesn’t affect the current services**NC:** This is going to be more of a business model**MV:** There is one in Sudbury which is the version of what is going to happen here and seems to be okay. Its classed a Super centre, we don’t have close relationships with the surrounding GP’s in the areaApparently patient’s voiced their fears about the super centre in Sudbury Primary care Centre Watford Road patient and staff shut out of the bidding process and plans. These centres will eventually be taken over by the corporate provider such a Virgin healthcare/Ramsay Healthcare/Malling Health, Provide Potentially 30,000 new patients Access, disabled access, bus routeManagement of parkingJob threats/cuts Quality of serviceGetting an appointmentWhat’s happening to the Boreham centre, BCH? Not consulting patients , running this project as a business model and making rail roaded decisions about the community and what the community want without involving them NHS England has proactively involved patients in this project by conducting surveys involving patients and holding public events they want to reassure patients that they will appoint the appropriate provider to run these GP servicesIt’s all worrying that we could be losing our NHS ETHOS and be swallowed up by these big provider companies **MM:** The NHS service is the best service in the world.**JF:** These NHS changes are not creeping slowly they are galloping ahead**NC:** To bring to the attention to his party**TT:** To bring to the attention to her party, will collaborate on how the present the information to MP: PPNeed a name for this Campaign in Witham **TT:** Save our services SOS**MM:** Saving our local NHS or standing up for our NHSAll happy with what TT/NC will being doing re: being involved in the process of this new supercentre and how it is going to be run and make the correct decisions for the future of Witham**MM:** Information access to patients re: NHS England plans and developments Funding has been applied but saying its earlier stages but no plan how can you apply for funding but no have no plan TT: To do letter or both TT/NC to go and see her TT/NC are very happy to work together Next meeting to be held in the evening to get more patients involved.Minutes if this meeting to go round and verify everything okay.  |
| **4.** | **Christmas Raffle** |
|  | The practice wants to do a Christmas Hamper and raffle it out.All staff will donate something to go into the Hamper. DH donating a giant white teddy bear, donation of 50p form patients name the teddy bearThe proceeds/monies for this will go back into the surgery, as it’s hard enough for the practice as it so we are the Charity. We want to ask does anyone know any local business that might want to donate something towards the hamper.Knitting little teddies for the hamper, home made things**TT:** to ask the WI, knows the lady on the committee so will very kindly ask if can donate or make something for our hamper, homemade products To hold a Christmas open day to say thank you for the patients, nibbles and drinkCraft things for children feedback from a from patient for the year how they feel or what they think of us There is a mums networking group that has been set up they may do some things for us re: the hamper for a donation LS to do ask and advertise our surgery Lunch club got plain ikea white mugs/ packs of sharpies and the children came along and decorated charged these at a charge of £1.50 to give as a gift to whoever decorated with Christmas scenes, it involves the community**Event to be held Monday 12TH December 2016** Raffley things and to sell raffle tickets in advance for the Christmas Hamper |
| **5.** | **Joint Witham PPG** |
|  | MV: To speak with PM: TH re: a combined joint PPG, to also invite Collingwood Road surgery if they wish to join Maybe share the PPG at each other surgeries.Would they be interested in joining us?Involving the community, this would be really good as we are taking an interest in our community and what’s going on out there, our seniors, youngsters, to all age/diverse groups  |
| **6.** | **AOB**  |
|  | **Air conditioning** We discussed a letter from MP: PP regarding the air conditioning MV passed this round the table for all to seeHad an email form NHEPS re: heating situation has hot weather has now finished.To forward email to MP: PP and inform them again re: air conditioning, summer will come round again and we will be in the same situation again.We also advertising for a salaried GP and a nurse prescriber to join our team |
| **8.** | **OUR ACTION PLAN:** |
|  | Discussed and proposed actions to be taken by the Patient Participation Group for Dr Mohanty and Partners:Queries raised* Firstly wherever this building goes up it’s got to be able to cope with the influx/capacity of the increased patients up to 30,0000
* To consider accessibility so all going to be going into this central point of access through the town
* Accessibility we have transport, disabled access will there be lifts, people don’t like lifts, if a patient became infirm and couldn’t walk how would they access their surgery if they didn’t go via the lift?
* Transport Bus route, if you can get on a bus.
* People who have had bus passes for years, the applications and criteria for bus passes are being refused and people that have been coming into town for years now on a bus pass and don’t succeed in renewing theirs cannot come into town due to this. Buses are not cheap and some people cannot afford to pay for a bus
* Also has to have enough parking, this is crucial
* Jobs, under threat
* Quality of patient service: Are we going to get the quality of service that patients deserve if we are all going to be going through the same door
* NO: Because the centre will be run as a business and a revenue port they will be no time for patient courtesy or one to one, rapport personal service
* Availability of GP appointments: Are we going to be able to get an appointment if 300000 patients are trying to get through the dame door
* What’s happened to Boreham the walk-in centre that’s gone, NC: Cutting every service back. This super surgery is potentially going to have new services; we think they will be no new services at all. Braintree community Hospital is an example of just sitting there and no services running from the RAU which recently closed down, rheumatology clinics are decreasing
* We wish as a group to be proactive and help with the developments in Witham to make it a better place for our patients and the community as a whole.

To do a joint PPG MV to action- completed Douglas Grove surgery to attend and join**Thank you all for coming and attending, much appreciated it’s all about the GP Practice and patients working and coming together to improve our local services delivered.** |
| **9.** | Date of next meeting will be: **Tuesday 22nd November at 19.30pm –21.30pm look forward to seeing you!** Nibbles and refreshments will be provided.  |