The Burnham Surgery

Tuesday 12th November 2019

Patient Participation Group – Minutes

Meeting Facilitators: SS and CB (Surgery administration apprentice CS)

Attendees: AB (Chair), RR, TN, GP, KO, CT.

1. Apologies for absence. RL, CF, WS, DR, JP, BB

The new members were welcomed, however as six members were unable to attend this meeting it was suggested that each member could introduce themselves at a future meeting in order that we all had a greater understanding of the various talents we each can bring to the whole. The example was AB’s design ability for future posters.

1. The minutes from 24th September meeting were agreed and approved.

Matters arising from the minutes

1. Health Exhibition – T.N reported that there had been helpful conversations related to ‘Live Well’ and social prescribing and the aim of exhibition presenters to help people to not need to go to hospital. W.S had requested that there was an explanation why not everyone who would have liked to exhibit were invited. S.S said that she had sent an email to W.S which explained that as the Health Service was in partnership for presenting this health exhibition, private providers could not be included, only charities and those who are also commissioned and registered to provide NHS health services.
2. Burnham Surgery PROVIDE services are being ‘pulled’ from Burnham such as Podiatry and the message from CCG (Clinical Commissioning Group) is that Burnham patients can use public transport to get to Braintree, Chelmsford or SWF for the services. At the last CCG Patient Reference Group meeting Paul Gilham (CCG) had said the services at Burnham Clinic would be improved. It was suggested that Burnham residents should make their views known about Burnham Clinic services provision to the Accountable Officer Mid Essex CCG Caroline Rassell who is responsible for Locality Health and Care. The 5 year plan says ‘Live Well and get involved’ and the email address is [meccg.patientexperience@nhs.net](mailto:meccg.patientexperience@nhs.net)

Discussing transport for Burnham residents to obtain these services in the future it was suggested that questions and complaints should be addressed to PALS (Patient Advice and Liaison Services) at Broomfield Hospital telephone 01245 514130.

The money towards transport changes for the new clinic at SWF under Section 106 paid by Sainsburys is sent to Essex Council who decide where the money should be spent. It has been suggested that Burnham residents have a direct train to SWF but the station is not near the new clinic. It was also noted that the train journey would cost residents more than the provision of a bus service.

1. Surgery News –The ‘flu vaccinations for residents under 65 years are now available and there will be appointments for these on Friday 29th November starting at 8.30am The PPG members will attend to give out information about the CCG campaign ‘Every Mind Matters’ and talk about the Virtual PPG information on the Surgery website.

The wasted clinical staff surgery time caused by non-attendance for appointments this month, is again worse than last month with a total of 44 hours wasted by 70 patients. This is eight hours more than last month. S.S explained that now the surgery policy is that if a patient DNA four or more appointments in a six months period they are sent a letter reminding them of the need to cancel unwanted appointments. A large proportion of the problem is from new residents. However, the surgery now has available appointments which have not been used. We need to get the message out to the people of Burnham to “Appreciate what you have”. We will publicise the 10 top excuses that are given for non-attendance for appointments.

Friends and Family survey for the past month showed that 326 people would recommend the surgery and 10 people were unlikely to recommend the surgery. The wording and scoring of this questionnaire is being changed by NHS England to provide improved information.

1. The three ergonomically correct high-backed armed chairs for the surgery which have been donated with funds from Burnham Charity, are being delivered by 15th December. There will be a publicised presentation and a plaque for the surgery wall to acknowledge this charitable gift.
2. Many Virtual PPG members have expressed that they have not received any PPG news since joining the virtual group. S.S explained that all their information was on the surgery website. It is hoped that some Virtual PPG information leaflets can be prepared to hand out at the under 65years ‘flu vaccination clinic.
3. The next CCG Patient Reference Group meeting is at Heybridge Council Offices on 4th December at 6pm. A.B; G.P; and R.R plan to attend.

The date for the next meeting: Tuesday 10th December 2019 **commencing at 10am**

Please note change of time for future PPG meetings.