The Burnham Surgery

Tuesday 11th December 2018

Patient Participation Group – Minutes

Meeting Facilitator: S.S

Attendees: A.B(Chair), D.H, D.R, R.L, R.R.

Apologies: G.P

1. The minutes from 13th November meeting were agreed and approved.
2. Matters arising from the minutes

* C.F has expressed a wish to join the Burnham Surgery PPG and information has been sent to her requesting her contact details in order to forward the Minutes and notices. This will be followed up by AB and SS.
* Action is being taken about the information overload in the surgery waiting area. All the posters are being taken down in the waiting areas and only those which NHS England, CCG and CQC say are mandatory, will be displayed. New posters will replace older ones and information about prescription updates will be posted. Some information may be included on the TV screen. It was discussed that a survey of patients could reveal how few people read the information in the surgery. This could be included in the Review/Focus and other Dengie PPGs to access a larger number of people. The results of this could be sent to NHS England/CCG and CQC to demonstrate the use of the information supplied in surgeries.
* The CCG aim to provide health information to assist people in caring better for their health and prevention of illness. To this end the PPG are planning a health exhibition and presentation by a doctor and nurse to get information out into the community. However, this is on hold until next month in order that a date can be arranged.
* The two areas considered important for this proposed exhibition were help for over age 65yrs to fill in forms and ‘One-Stop’ for financial problems. SS has spoken with CAP (Christians Against Poverty) and there is not a representative in our area but they will send someone to talk to a meeting.
* There has been no reply back from T.F about having a Dengie Health Press Officer. However, RR will write to the other Practice Managers to gain access to the other Dengie PPG groups at Southminster and Tillingham/Mayland (The Dengie Partnership) and Maylandsea with a view to sharing information and meeting Minutes and for the Chairs and Secretaries to meet prior to the CCGPRG meeting at Maldon so that we have a bigger say in improving Primary Care in the Dengie. P.G (CCG) has been contacted for the Minutes of the November meeting which we were unable to attend. A further email has been sent to T.F for support about a Press Officer and for help in accessing higher chairs with arms for the surgery waiting area.

1. Surgery Changes

SS. Surgery DNA figures were not available but were expected to be slightly better than last month. Two nurses have been in hospital for surgery and a locum nurse has been helping for two and a half days a week. The lady doctor who was coming to the surgery in the new year has given back-word and taken a post in London. The lady Registrar doctor (Dr S.K) is seeing patients three days in a week and another Registrar will be coming in February for six months to take her place while she returns to hospital for six months training. It is hoped that when training is completed, there may be a request for a permanent post.

SS attended a CCG meeting during which she discussed the new commissioning policy that there will only be free NHS microsuction of ears where there have been two failed attempts with ear irrigation. NHS England were present at this meeting and agreed that this service restriction must be removed until there is an ear irrigation service. There is no funding for ear care in general practice and therefore where the service is offered it is at the cost of the practice and not the NHS.

SS also explained the problem with the leg ulcer clinic. The Tissue Viability Service is now based at Braintree, which means that there is no longer a dressings clinic at St Peter’s. PROVIDE are commissioned to do these treatments but the District Nurses will only visit housebound people to provide the correct dressings and treatment; mobile people are being sent to the surgery for treatment which is impossible as the Surgery does not have a sluice room. SS explained that to do the treatments in-house there is an addition of the cost of installing a sluice room over and above the cost of delivering the service. It was unanimously agreed that Burnham Clinic should be completing this service there as they have all the facilities.

1. It was agreed that the timing for the next PPG newsletter should be after the January meeting in order to provide news of the proposed health meeting and the fund-raising event for Farleigh Hospice. The PPG news was published in both Review and Focus with positive feedback and response and will be sent again this month.

Date of Next Meeting: Tuesday 15th January 2019 10.30am

Addendum: December DNA’s 77 patients : 17.5 hours lost