

# AUDLEY MILLS PATIENT PARTICIPATION GROUP

## MINUTES OF MEETING

6.00pm Monday 26<sup>th</sup> February 2018  
Audley Mills Medical Education Centre

### 1. Welcome and apologies

Brian Dawbarn (BD) welcomed everybody. There were 3 patients attending for the first time and also one patient had decided to step down. BD asked that this patient should be thanked for all of his contributions over the last few years. Steve Doherty (SD) said that he would continue to include him in all mailings so that he could keep in touch and give feedback when appropriate. SD read out the apologies.

### 2. Minutes of last meeting, any actions (if not included later on the agenda)

BD went through the minutes of the last meeting and agreed they were an accurate record.

### 3. Update

- **GP access appointment system**

SD said that the Practice list size had now reached 21193 and the steady increase was starting to cause some problems. He said that although changing to a mixture of telephone and face to face appointments had resulted in more appointments, it was obvious that this was not enough to satisfy demand.

- **CCG neighbourhood hubs**

SD said that this was slowly starting to take shape.

- **Doctor and staff changes**

There had been quite a number of staff changes, although largely due to retirements and additional staff. There had been 2 new registrars.

- **WiFi in the Surgery**

Free wifi had been installed in both buildings recently, funded by the NHS.

- **Next year's flu campaign**

This would be different, as there would now be 2 vaccines – one for all 65 and over and a different one for at risk patients under 65.

#### **4. Complaints summary**

Brian Dawbarn went through the list and discussed it with the group.

#### **5. Any further comments/suggestions from Group members**

- Accessing social services as there didn't seem to be a single point of contact.
- The difficulty in seeing the same doctor.
- A suggestion that Nurses could be used more for prescribing
- The phone system

***Date of next meeting : 6:00pm on Monday 8<sup>th</sup> October 2018***

#### **Part II**

Claire Routh from the CCG attended to answer questions about the Mid & South Essex Sustainability and Transformation Partnership (STP) public consultation document relating to the proposed changes to secondary healthcare provision in the area.