The Burnham Surgery

Tuesday 10th December 2019

Patient Participation Group – Minutes

Meeting Facilitators: SS and CB

Attendees: AB (Chair), RR, TN, GP, KO, CT, BB, RL, CF, JP, WS.

1. The new members were welcomed and introduced themselves.
2. Apologies for absence. DR (resigning through ill health)
3. The minutes from 12th November meeting were agreed and approved.
4. Matters arising from the minutes
5. Health Exhibition –W.S had requested that there was an explanation why not everyone who would have liked to exhibit were invited. S.S explained that as the The Burnham Surgery was in partnership for presenting this health exhibition, private providers could not be included, The GMS contract with the NHS specifically prevents Practices advertising or being seen to direct patients to private providers, only charities and those who are also commissioned and registered to provide NHS health services. J.P who funded the exhibition, suggested the problem occurred as he was unable to attend the PPG meeting prior to the exhibition. It was suggested that a future similar event in 2020 would not be hosted under the NHS banner and premises, in order to invite those who offer local private services which are of benefit to the community. The question related to this was, why private companies who offer health services are not allowed to put leaflets in the surgery when other surgeries allow this, SS stated that she was not responsible for what other services allowed. The information overload in the surgery and the minimal uptake of these, caused by the large number of posters and leaflets which have to be displayed on NHS England orders was discussed. There was no conclusion to the problem
6. PROVIDE services are being ‘pulled’ from Burnham and patients being transferred back to Primary Care and if they are not permanently housebound, they must come to the surgery or attend clinics at elsewhere. The Paediatric clinic and limited phlebotomy are the only clinic services remaining at Burnham Clinic . The message from CCG (Clinical Commissioning Group) is that Burnham patients can use public transport to get to Maldon, 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. Discussion about these changes decided to highlight in bold letters in the press 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

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.

1. The minutes from the last CCG meeting in Burnham were discussed and agreed that they were not inclusive as points raised about mental health (C.F ) had not been mentioned. There was also discontent that the CCG had cancelled the last meeting giving the reason that the national election prohibits them from telling us some points. It was decided that these facts demonstrate that CCG meetings are to transmit rather than receive information and are arranged to conform with government standards and targets therefore ruled by politics. The PPGs are a voice for surgery patients and the concerns raised are important for the well being of individuals. S.S said she will raise the problem at the Primary Care Network managers’ meeting.
2. Surgery News –All patients who are eligible for ‘flu vaccinations have now been invited. There has been poor take-up by those under 65years which is believed to be related to the late arrival of the vaccinations. There is an impact on the surgery funding as they may receive the vaccination elsewhere and the surgery then have a wasted vaccination and will receive no payment from the government. We have presently 8747 patients registered with the practice which is less that last month as it is believed some are moving to the new Maldon development , however more elderly people are moving to Burnham.

There will be surgery staff training on Wednesday afternoon at the ‘Crystal Centre’ and the surgery will be closed.

The wasted clinical staff surgery time caused by non-attendance for appointments this month, is 11 hours less than last month with a total of 33 hours 50 minutes wasted. For GP appointments only 5hrs 40 mins wasted that is half amount of last month. 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. A patient DNA x 4 and when asked why, his reply was “Work is more important and do not have time to phone”

Friends and Family survey for the past month showed that 263 people would recommend the surgery and 10 people were unlikely to recommend the surgery. 10 replies were neither. The wording and scoring of this questionnaire is being changed by NHS England to provide improved information.

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. A.B has written again to the Carnival Committee to request reconsideration for funds to buy two more chairs and is awaiting a reply. He also reported a split seat on a chair in the nurses’ room which S.S will investigate. Following the meeting all of the nurses’ rooms were checked and no damaged chair was found.

1. The ‘Every mind matters’ leaflets were well received by patients who expressed that the format was useful rather than the normal larger leaflets. Talking with patients also highlighted that PPG members would appreciate a teaching session about the surgery practices so that they were enabled to improve conversation with patients. S.S will arrange this.
2. The CCG Patient Reference Group meeting at Heybridge Council Offices on 4th December at 6pm. was cancelled (election reasons previously discussed) and the new venue, date and time has yet to be arranged.
3. **Any other business**
4. Dr SA came to introduce himself and talk briefly with the PPG members who expressed pleasure in having a new doctor to join the surgery team.
5. NHS property services provision for Burnham Surgery was discussed. The CCG, not Burnham Surgery, say we should have enough room for basic list of GMS (General Medical Services) services, however the surgery are offering services over and above what is basic these extra services were taken on without reimbursement, as we live in a rural area to prevent often elderly patients having to travel to hospitals. In addition the surgery are participating in training and currently have a registrar in training to accommodate and will have a second from August 2020.

 Members asked about having consultants to offer appointments at Burnham Clinic but the hospitals have decided that it is not cost effective to put consultants out to clinics. The environment is not considered as thousands travel to hospitals by car and other transport and it would be better environmentally if one consultant car came locally for people to be seen A.B.

New local developments were discussed and questions about funding from the developers for local services. S.S reported that the monies from the developers go directly to NHS England and Burnham Surgery have to bid for these. They will only agree the money for what is not classed as normal services. Additional education for staff and an extra laptop computer is considered ‘normal’ as basic education for staff is funded. The Dengie funding for the next five years is to be concentrated on the new Southminster clinic. However, Burnham have a larger expansion of patient services required as 1100 new homes (reported by WS) are planned, at least 120 of which will be assisted living places with both a residential care home and dementia care home also on the plan. The NHS property services response is that ‘Burnham Surgery is on the 5 year plan’.

What seems to not be understood by NHS England , who are announcing the training of many new general practitioners, is that in a survey of year 1 to year 4 trainee GPs only 27% will stay in general practice; only 10% will consider being a partner in a practice; and only 3% would consider taking a position in a rural practice.

1. It has been noticed that waiting in a queue at reception is very difficult for some physically disabled people who dislike using the self-check-in service and who are also unable to book on line as they do not have a computer. The discussion will be continued as there were no useful ideas found.
2. The Dementia Nurse funding was discussed. C.F reported that £40k had been raised locally to fund an Admiral Nurse who is trained to see the person and not just the condition. It is felt that the CCG are not listening to the needs of people with dementia and they are not working with Dementia UK who train the Admiral Nurses. Also, NHS England want people to stay at home but the CCG do not seem to be listening. SS reported that funds are now coming to the PCN but spending is being directed by the CCG. It was suggested that C.F write a business plan for an Admiral Nurse with costs and S.S will talk with the PCN.

S.S reported that the Dementia team is being reconstructed and is in the transitional phase.

The date for the next meeting: Tuesday 21st January 2020 **commencing at 10am**

Please note time for future PPG meetings.