

Patient Participation Group

East Lynne Medical Centre
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Patient Participation Group (PPG) Meeting – Thursday 9th January 2020

18:30 – 19:30

Present: Dawn Lambert (DL) – Deputy Practice Manager at East Lynne Medical Centre
Pauline MacKenzie – Practice Manager at East Lynne Medical Centre

PPG Members: Lynsey Bessent (LB) David Bolton (DB) Susan Elliott (SE)
Eunice Hayes (EH) Brian Neal (BN) Michael Pheasant (MP)
Penelope Read (PR) – PPG Chair Helen Thompson (HT)
Cheryl Watson (CW) – (Minutes)

Apologies: Elizabeth Boyle (EB) Janice Brierley (JB) Jackie Fairweather (JF)
Gillian Lingwood (GL) Elaine Symonds (ES) Donnamarie Tottman
Simon Yates (SY)

Abbreviations: East Lynne Medical Centre (ELMC). Clinical Commissioning Group (CCG).

NHS England (NHSE). Anglian Community Enterprise (ACE). Community Interest Company (CIC).

Clacton GP Alliance (CGPA). Nurse Practitioner (NP). Advance Nurse Practitioner (ANP). Health Care Assistant (HCA).

- **Welcome and apologies**

PR opened the meeting by thanking all parties for attending, she welcomed CW to the meeting who would be taking the minutes. Apologies from some members, as noted above.

- **Minutes and corrections from last meeting**

Minutes were passed by the group.

- **National pre-diabetes service**

PR asked DB to feedback from the report he has sent to PM. He had previously attended pre-diabetes 'Healthier You' sessions undertaken by ICS Health & Wellbeing. The sessions were badly organised, only 5 of the 7 went ahead. He was sent to a session in Blackheath that was incorrect as it was aimed at patients with diabetes. PM and DL to follow up on the service.

- **Chairman's report (PR)**

PR attended a Health Matters meeting at Sam's Hall. There is one meeting a month in Clacton. It is intended for the general public and open to all patients. Of interest from the meeting.

- ✓ My Care Record – holds details from patient's clinical records so that clinicians across the NHS can access information if required. (*please see link for more information* <http://www.myca...>)
- ✓ There is still no news as to the future of Harwich Hospital; there may be an extension to 24 beds but not agreed they will be for end of life care
- ✓ Similarly, for Clacton Hospital. It is still unknown what is to happen although it will remain open
- ✓ All local practices are in a Primary Care Network. ELMC is in the Clacton PCN along with Ranworth, Caradoc, Old Road Surgery, North Clacton Medical Group and ACE Community Practice. It was asked what the benefit of being in a network. PM confirmed they would be in a better position to bid for money, will be able to share staff (an example of this is Mark, the ANP) and may be able to share backroom staff.
- ✓ The Clinical Research Network are looking for patients in take part in research

PR wanted to thank Pauline and Dawn for the Christmas buffet held for the PPG. The last meeting was mostly social.

PM commented that the recent CQC has resulted in a report stating the practice needs improvement in 3 key areas, which is disappointing after initially thinking it was a good visit. The CQC have criticised ELMC on the high numbers of patients that have been exception reported. Under the Quality & Outcomes Framework (QOF) the practice works hard on inviting patients to come in for any reviews. There are patients who do not attend, examples of why not were suggested as patients that commute to London or the elderly. If the patient does not attend after 3 invitations the practice can add a read code to the clinical system which will show that patient as an exception. The practice is considering withdrawal from QOF as it is voluntary participation, however they would then not receive QOF monies.

DL and PM met with the CCG to discuss the implications of the results on staff and patients. They felt there was a conflict of interest with one of the QOF assessors and one of the assessors had been part of a previous visit and this should not happen. The CCG have promised to look into some of the issues reported by ELMC. CW asked if the practice could lodge an appeal? PR asked what the PPG can do to help? Suggestions included volunteering to hand out patient surveys, reminding patients they need to attend reviews, advocating ELMC and share the ELMC Facebook page. LB also suggested advertising the Health Matters meeting on the Facebook page. PM commented it is possible that ELMC has high exception reporting due to the diverse patient group. MP asked who the CQC report to. The CCG are already involved so would it be NHS England? (*Post meeting comment any complaints can be sent to the Parliamentary and Health Service Ombudsman (PHSO) via your local Member of Parliament.*)

DL confirmed the CCG want ELMC to do a 'deep dive' into the practice clinical system to see if there is a glitch somewhere. There is to be a further visit from the CCG, which PR is to attend on behalf of the PPG. PR confirmed there was plenty in the report that was positive.

The future PPG meetings in 2020 were confirmed as:

Wednesday 8th April

Thursday 9th July

Wednesday 7th October

Thursday 10th December

- **Pauline Mackenzie's report (PM)**

The PPG were sad to hear that Pauline is planning to retire, but hope to see her in April to show our appreciation and say farewell.

ELMC has submitted their claim to the Dementia Alliance. On 22nd January the admin staff will be having dementia training. The Alzheimer's Society checklist is being completed and a drop-in session for dementia patients and carers is to be arranged. There will be a dementia notice board and a Dementia Champion within the team. The CCG are enthusiastic about the changes.

There have been 2 changes within the team. Amy the HCA has left, and the role will be recruited to. Sam, the ANP has left and Jason will be starting on 3rd February as the replacement.

- **Any other Business**

PR confirmed the choir is still going strong. It meets on Mondays between 11:00-12:00 at St Paul's Church Hall, £4.00.

- **Close**

PR thanked the group for attending and the meeting closed at 7:20pm. Please note Penelope can be contacted, for PPG Business, by telephone on 07812 595195 or by email at: peneloperead@aol.com

Next meeting: Wednesday 8th April 2020

18:30 pm at ELMC.