

Colchester Medical Practice Patient Participation Group

Minutes of the meeting on 4th April 2022

Present: Jennifer Smith (PH) : Alan Murrells (SE) : Russell Watterson (WR) :
Peter Dennis (PH) : Julie Litherland (CG) : Paul Larkin (PH) (Chairperson) :
Ann Larkin (PH)
Ex officio Richard Miller, Business Manager for Colchester Medical Practice
Dr Fry, GP at Castle Gardens

Apologies Chris Cornes (WR) : Jo Jones () : Yvonne Richards (WR) : Don Quinn (WR)

- 1 Richard introduced Dr Fry to us, a GP from Castle Gardens, having been in the practice for 3 years. Prior to this she has been at a couple of other practices in east Essex.
- 2 Minutes of last meeting
A couple of attendees names needed correcting; Alan, should have read Alan Murrells; Chris Horn should have read Chris Cornes. Ann apologised for this mistake.
The minutes were taken as a true record and signed by the Chairman.
- 3 Matters arising from the minutes
 - JJ asked AL to report that they have had a small success in that a suggestion box has been fitted in the porch area of Shrub End surgery. She could not however, see a notice to say that patients could request to speak to a receptionist in private. RM said these should be up in all surgeries. He will check this for us.
And, are GPs aware that the suggestion box is there and would they direct patients to it? Dr Fry said they were indeed aware of the boxes.
 - RM said boxes were up in all surgeries now and provided keys to each of the boxes, these being taken by Alan for SE, Russell for WR, Julie for CG and Jennifer for PH. The boxes will be emptied regularly and information emailed to Ann for inclusion on the next agenda.
- 4 The email for patients is colchestermedicalpracticeppg@outlook.com RM will now get this on notices to put in all surgeries.
- 5 Vacancy for a Vice Chairperson. There were no takers for this but if someone feels they would like to take this on they can let the PPG know at any time.
- 6 Agree a purpose and consider a constitution.
PL said he had a copy of an initial constitution from another practice. He proposed that we circulate this to all committee members for consideration and amendment to be brought to the next meeting and updated for adoption. This would then be subject to revision at the January AGM.
- 7 Any other business
 - PL and AL spoke about their meetings regarding the CCG (Care Commissioning Group) transitioning to the ICB (Integrated Care Board). A copy is attached.
AM asked whether targets were part of quality assessment. Targets have not been mentioned and the idea seems to be that patient satisfaction is

more important than a target. The problem with targets is that “target comes before patient”. An example given was that if there are two patients on the waiting list for the cancer department at Colchester General, the person who has breached their target time would be side-lined for a person who is approaching the target time as this second patient wouldn't then breach the target; the first person already having breached, meaning they become lower priority.

- RW said open access was not always appropriate or convenient (infirmity, age, mental health). He was unable to get an appointment to see a GP within a satisfactory time. He was told there were no appointments in the foreseeable future and appointments times were not published more than four weeks ahead. RM agreed to investigate

8 Date of next meeting Monday 4th July 2022 at 6.00pm at Parsons Heath Surgery when, it is hoped, we will have a tour around the new therapy centre. Completion date for this is 13-20 May 2022.

Signed

Chairperson

Date