

Walton GP Practice Patient Participation Group
AGM
The Surgery
22 November 2017

Present

Martin Durrant [MD]
Jill Felgate [JillF]
John Felgate [JohnF]
Mary Fletcher [MFI]
Jonathan Geldard [JG]
Hazel Harris [HH]
Jane Hodges [JH]
Dr Eric Lemke [EL]
Richard Price [RP] Chairman
Caroline Tovell [CT]
Isobel Walker [IW]

Apologies

Anthony Finnegan-Butler [AF-B]
Wendy Finnegan-Butler [WF-B]
John Lange [JL]

1. RP opened AGM

2. Practice Report

MD. A challenging year for practice. CQC inspection awarded practice 'Good' rating across all five areas.

Throughout the year, new staff have been employed. Practice Paramedic; Nurses, and Healthcare Assistants. It has been just over a year since Senior Clinical Pharmacist joined practice.

Practice remains unsuccessful in finding a new partner. Using locum doctors is not ideal. This situation is one reason for joining a super-partnership of eleven other practices in North Essex - The Colte Partnership. The super partnership covers a population of around 118,000 patients, which gives the practice significant influence in

being able to develop services in North East Essex. It also creates business opportunities to recruit and employ.

New practice premises, off Elm Tree Avenue have stalled, almost irrevocably. There is deadlock between the Council, the Developer and the Clinical Commissioners.

The annual influenza campaign continues to progress well. Thanks given to PPG for their 'meet and greet' support and assistance in highlighting the 'Friends and Family Test'.

NHS is seeking to increase online availability of services. JH highlighted how this discriminates against those with no access and the elderly.

Government continues to develop seven-day-a-week access to routine general health care.

MD concluded on a personal note, would be taking early retirement, and leaving the practice at the end of March 2018.

3. Chairman's Report

RP thanked MD for all his support and assistance, over the past years.

RP thanked the PPG for efforts during flu clinics, and help promoting the 'Friends and Family Test'.

RP thanked Doctors and Staff, during a difficult time. MD, the practice has evolved from 7 GP's to 2.5 GP's. It has been very stressful, but lots of hard effort has made it work. More affluent practices are now experiencing difficulties, and are 'watching' Walton practice, to see how we reacted. There is no miracle cure, it evolved. The support of patients had a positive effect.

4. Election of Committee

Re-elected.

5. Any Other Business

JG, possible Elm Tree Avenue surgery, is one department worse than another, Council or NHS? MD, it is the council and value of the land.

IW, asked about funding for surgery, per capita for PPG. MD, this no longer exists.

HH, Will computers be compatible across the Colte partnership? MD, not all the same, but all areas have ability, with permission, to access the different systems.

Leaflets from health forums, made available to committee.

Could patients not sit inside, in the waiting area, until practice is open in the mornings? MD, patients would continue to queue early, and then there would be a rush to 'counter' when it opens. EL, evidence shows that those who get appointments first, are not always those most in need. JG, talking to GP's across the country, there is no appointment system that is totally effective. JillF, would an open surgery be more effective? MD, again it is a system that enables those who can attend obtaining the appointments. GP's still have to complete home visits. JillF, highlighted the high amount of missed appointments. Could patients be fined? MD, unable to do this. EL, on positive note, it enables more time with other patients.

EL, MD's retirement. Recruiting for his role. 3 applicants. Process will be performed over next two months. Difficult for practice.

EL, possibility we will have a season with strong flu strain, which has not been vaccinated against. Practice preparing for high demand from those affected.

CT, newsletter due. MD happy for practice report to be used. Draft copy to be prepared, RP will assist.

JG, Thanked MD again. Lots of hard work given to the practice. Wished well for the future.

Meeting Closed.

Next Meeting: 17 January 2018. The Surgery, 19:00.