KELVEDON & FEERING HEALTH CENTRE

Patient Participation Group Meeting

kfhc.patientgroup@nhs.net

Date: Wednesday 22nd March 2023 @ 2.00pm

Present: Patient 1 (AG)– patient
Patient 2 (PS) – patient
Patient 3 (AT)– Patient
(SA) – Operations Manager at K&F HC
(MV) – Practice Manager K&F HC

In attendance:
(KOB)- Barkley Projects- New build-developers.

ITEM	AGENDA	SUMMARY -MINUTES	ACTION
	Agenda inserted	K&FHC PPG Agenda 22.03.23.doc	
1	**Minutes of previous meeting & outstanding actions**	**AG:** went through and informed us of the purpose of this PPG group. Went through the rules of the group, confidentiality and holding to the meeting to time, having it structed and well led, to get what we want from this which is good information and working together with the surgery to help both patients and surgery staff. ***Went through previous minutes of the meeting 28/2/23 to clarify a few points.*** **No action points** **Recruitment process** from last meeting **SA:** We now have another GP on board with us working a Tuesday & Thursday. Looking to become permanent with us and hopefully will work another x2 days with us Wednesday & Fridays. So that will mean we will have another GP working x4 days for us. Dr Uchenna Gandonu is a female Doctor. **MV:** So far feedback from our patients who have seen her have been good. **SA:** This gives our patients a choice of whether to see a female doctor or male. **MV:** We also have a new Practice Nurse Karen Clarke- non prescriber, which makes us now up to x2 practice nurses. Good news with two new clinicians on board which gives us more GP appointments.	**No action points**

Circulation via Email:

Gill Belbin Gilbelbin1@gmail.com	Amanda Garrett ohmrsg@gmail.com	Nicki Lawrie Nicki.lawrie@btinternet.com	Jill Leczmar jolecznar@gmail.com
Clair Milne-Parkinson clairmilne@icloud.com	Pat spinks patandgrahamspinks@gmail.com	Andrew Taylor Andrewtaylor10@btinternet.com	Carol Taylor carol.musician@btinternet.com
Anne Tremain Anne.tremain@yahoo.com			

KELVEDON & FEERING HEALTH CENTRE

Number of weekly appointments within the surgery.
AG: Clarified the number practice appointments that we provide:

Weekly practice appts before two new clinicians joined.

GP APTS	NURSE	NURSE	HCA	**TOTAL**
310	147	111	168	**736**

Weekly Practice appointments after x2 new clinicians joined.

GP APTS	NURSE	PHARM	HCA	**TOTAL**
324	252	22	242	840

The practice provides over the quota of expected appointments weekly reached from the figures cascaded down from NHSE and the ICB. This has now increased with the new doctor on board.

Accelerated access to GP-held patient records
AT confirmed that this was access to patient records and what patients can see.

Enhanced Services Through the Colne Valley PCN.
Discussed the enhances services provided by the Colne Valley PCN, which is evenings and weekends.
SA: Said that she had increased the number of appointments online to be booked and you can now book 6 weeks in advance and can book Enhanced access appointments online.

AG: to inform patients of these appointments and if no appointments with the GP surgery there is the accessibility to book an appointment at Halstead, these appointments should be utilised. Need to let patients know this.

Ear & Eye Services.
Confirmed that ear services to be booked with Spec savers and most patients go to Witham, this would be for ear irrigation.
All eye conditions to go to spec savers as well as have all the equipment there to look at the eyes.
SA: Gave an example of this, if ear is blocked to go to spec savers, if an ear infection we will see if needs any medication for an ear infection- this a GP will do.
SA: All patients can google minor ear conditions.

HRT Patients.
HRT patients and the investigating into well woman clinics or any services for patients menopausal. What is out there for them to utilise them.
This is to be revisited regarding well woman clinic.

Circulation via Email:

Gill Belbin Gilbelbin1@gmail.com	Amanda Garrett ohmrsg@gmail.com	Nicki Lawrie Nicki.lawrie@btinternet.com	Jill Leczmar jolecznar@gmail.com
Clair Milne-Parkinson clairmilne@icloud.com	Pat spinks patandgrahamspinks@gmail.com	Andrew Taylor Andrewtaylor10@btinternet.com	Carol Taylor carol.musician@btinternet.com
Anne Tremain Anne.tremain@yahoo.com			

KELVEDON & FEERING HEALTH CENTRE

		Guest speakers AG wanted to know regarding the ICB and what MV meant, discussed representatives from the Integrated Care board (ICB) and PP- British home secretary to answer our patients' questions. The practice had already had a visit from PP regarding the new build in conjunction with Mid Essex Alliance. **BP results- or anything and if received** **AT:** brought up a case scenario of giving in some BP results and wanting to know if received and all was okay. **SA:** said that if received these BP readings, then these would have been scanned onto the patients notes and if patients did not hear anything back, then no news was good news. The ownness would be on the patient to get in contact with the surgery to see if anything was wrong or all okay. To call such a vast number of patients would be a great task and you would have to allocate a member of staff for this. **AT:** said that the communication of any results- several people and her own experience of this regarding yearly check and BP readings. **AG:** Can get these results on the NHS app **SA:** there are certain times that you can ring in for results, discuss what the route/process would be for this- we do via the NHS app or call the surgery route. **AG:** said that the efficiency of processing a letter and it being looked up on the NHS app. **SA:** Can call the surgery: After: 10am for phone enquiries After: 2pm for results. **Outcome AG to cascade info down to our patients about:** • The access to patients' records. • New surgery plans afoot • Ear & eye services and where to go for this • Dentists offer ear services – which is at the back of the Co-op • The recruitment drive and x2 new clinicians (success of this) • The emailing of AG and PPG communicating • Poster format, to put out in the community centre advert in the parish council magazine- AT to send AG link. • There is a PPG corner on the Feering parish council magazine, also on Kelvedon group. • FB page: **AG** to give updated info to our patients monitor and control this.	**AG**

Circulation via Email:

Gill Belbin Gilbelbin1@gmail.com	Amanda Garrett ohmrsg@gmail.com	Nicki Lawrie Nicki.lawrie@btinternet.com	Jill Leczmar jolecznar@gmail.com
Clair Milne-Parkinson clairmilne@icloud.com	Pat spinks patandgrahamspinks@gmail.com	Andrew Taylor Andrewtaylor10@btinternet.com	Carol Taylor carol.musician@btinternet.com
Anne Tremain Anne.tremain@yahoo.com			

KELVEDON & FEERING HEALTH CENTRE

2.	**Welcome & apologies**	Nicki Lawrie- apologies given via email, none given by: Clair Milne-Parkinson (CMP)– patient, Gill Belbin (GB) – patient	
3.	**New Build/Development**	**Q&A- Guest speaker** **Discussed the new build- health centre with Karl O'brien** Who is a partner in Barkley projects and will be doing this new build- development and working in conjunction with the integrated care board (ICB formally known as the Clinical- CCG) **KOB:** updated the group on the meeting with the surgery held last Thursday with Rob Ruffell facilities Manager from NHSE and Robert Evans, **Primary Care Projects Lead – Mid Essex** from the ICB. (The clinical commissioning group is now known as the Integrated care board. Our surgery, locality comes under the Mid and South Essex integrated care board). **KOB:** had paper plans of the new build and the location layout of where it would be. Barkley projects will be involved in this new build from beginning to end, all the way through to the end. Planning permission has now been given on the 30th of January 2023 from the appeal. 1st Appeal was refused by the councillors due to where it was proposed to be built, 2nd appeal approved by the Braintree District Council (BDC). The location of the new health Centre will now be closer to the village- Kelvedon, closer to St Dominics- near the garage. To be included with this new health centre will be: • A 64 bedded care home, as St Dominics is not classified as this and there is a deficit of care homes. • An early year's building, size to be determined. • A small retail area This development will be strictly structed by 106 - Section 106 (S106) Agreements are **legal agreements between Local Authorities and developers**; these are linked to planning permissions and can also be known as planning obligations Location- is in the preliminary plans **AG:** said that making people aware of the location of this new build as most of the patient's concerns were this- Location.	

Circulation via Email:

Gill Belbin Gilbelbin1@gmail.com	Amanda Garrett ohmrsg@gmail.com	Nicki Lawrie Nicki.lawrie@btinternet.com	Jill Leczmar jolecznar@gmail.com
Clair Milne-Parkinson clairmilne@icloud.com	Pat spinks patandgrahamspinks@gmail.com	Andrew Taylor Andrewtaylor10@btinternet.com	Carol Taylor carol.musician@btinternet.com
Anne Tremain Anne.tremain@yahoo.com			

KELVEDON & FEERING HEALTH CENTRE

		KOB: said that the bigger picture they would be a lot of social housing, shared ownership, 100% ownership- there would be a facility to allocate a certain amount of these houses to a certain type of people. This would be good for the recruitment process. Parking spaces would be more abundant then where we are currently. This build timescale is July 2025- mid 2025 anticipated date. There will be access from London Road, easier to do either end. Road will be open access. No gas allowed on any development, and this will be implemented by 2026. The **EPC** is a document that sets out the assessed energy efficiency and potential CO2 emissions for a new build such as this. The property/build is rated on a scale from A to G with A being excellent and G a disaster. This certificate is required if you are selling or letting a property. Currently the key is to get the infrastructure in, how to make a scheme and get the infrastructure in, in the early stages. The criteria given to the development is suitable. Discussed the current build plans on paper with x2 entrances. Patients coming in from a bus route and having a walkthrough, this is to be discussed with the surgery and the ICB as must meet the building criteria. Discussed other services not in the building and the footfall it could cause to the new build. Health centre and the mechanical workings of the building. **AT:** asked about the new health centre being built with the environment in mind and be eco -friendly and the use of what materials. **KOB:** said that the building regulations are becoming more and more stringent. Along the railway line there is an earth bung, which is good, landscape bring to homes and no big lorries coming through. Patient list size was discussed. K&FHC currently have 7500 patients, and this would increase with the new build.	

Circulation via Email:

Gill Belbin Gilbelbin1@gmail.com	Amanda Garrett ohmrsg@gmail.com	Nicki Lawrie Nicki.lawrie@btinternet.com	Jill Leczmar jolecznar@gmail.com
Clair Milne-Parkinson clairmilne@icloud.com	Pat spinks patandgrahamspinks@gmail.com	Andrew Taylor Andrewtaylor10@btinternet.com	Carol Taylor carol.musician@btinternet.com
Anne Tremain Anne.tremain@yahoo.com			

KELVEDON & FEERING HEALTH CENTRE

		AT: wanted to know where patients are coming from or where do all our patients come from. We have patients registered with us from Marks Tey, Tiptree, Silver End, our practice list is open, and we take new patients on. **AT:** said that it would be good to inform patients that we do not just take patients from Kelvedon & Feering but from further afield- to inform our patients of our catchment area and where are patients can register from how far. **MV:** Map of locality/catchment area that we take patients from- put it up in the waiting room for patient information. **SA:** said that our catchment area is on our website. 106- Section 106 (S106) Agreements are **legal agreements between Local Authorities and developers**; these are linked to planning permissions and can also be known as planning obligations **End of discussion and Q&A with KOB.** Thank you KOB for attending our PPG group- when further on down the line maybe KOB to come again and update patients with further progression.	
4.	**Community Transport**	**BDC been given some funding through the NHS to assist people struggling to get to their GP appointments,** due to financial difficulties, those who must rely on a taxi. As of the 1st of April 2023, to provide free transport for a period, though not sure how long this scheme will last. **MV:** cascaded down the information of BDC providing community transport to those that could not get to the surgery and having to use a taxi but have financial implications in doing this. Cannot afford to do so. **AT:** Community 360 in Colchester provide patients transport for patient but at a small charge/fee. **MV:** gave AG a copy of this letter to cascade and go out to patients and inform them. **AG:** to put this information out on the new monitored FB page	**AG**
5.	**Facebook PPG**	**FB Comments.** **AG:** Spoke about some FB comments she had recently read and engaged with these were given to PM:MV to consider. FB group that AG is going to set up a forum to recruit patients. **Info:**	

Circulation via Email:

Gill Belbin Gilbelbin1@gmail.com	Amanda Garrett ohmrsg@gmail.com	Nicki Lawrie Nicki.lawrie@btinternet.com	Jill Leczmar jolecznar@gmail.com
Clair Milne-Parkinson clairmilne@icloud.com	Pat spinks patandgrahamspinks@gmail.com	Andrew Taylor Andrewtaylor10@btinternet.com	Carol Taylor carol.musician@btinternet.com
Anne Tremain Anne.tremain@yahoo.com			

KELVEDON & FEERING HEALTH CENTRE

		Patient booklet with surgery info and the shutdown day dates for GP surgery given to AG.	
6.	**A.O. B**	**PPG Members Communication (Lack of):** Emails had gone out to all the PPG members regarding the PPG meet and very few members are replying to these emails that are going out. **Outcome:** Can we all show respect for each other and reply to these emails please. Thank you. Discussed a suggested a WhatsApp group - need all to say yes or no. **AG:** Younger group may prefer a FB group as they are more active on a social media site. May prefer this and like it. **For info only: AT:** does not have a FB account and emails are her preferred choice. **PPG Age Groups- K&FHC FB page** **AG:** The PPG should be representative of a diverse cross section of members. **Action**- all members to consider who they know that meets age group diversity, gender diversity and family with young children diversity. **Dementia Friendly Groups.** **SA:** Dementia friendly events- We need to organise a meet & greet- coffee time for this group. For people to be able to communicate and if lonely, these groups help to meet people. **Surgery Website** **MV:** asked the PPG members on their thoughts of the current surgery website that the practice uses. **AG:** thought it was not modern and rather bland form what she had seen of it. **SA:** Thought that our current website was not user friendly for our patients. **MV:** said currently we are looking at changing our website provider, just wanted to get a feel for what patients' thoughts were that had encountered or used the practice website. Any issues, could it be improved etc. **Consent and access:** of patient notes given to children and young adults **MV:** asked the PPG group what age they thought this should start at? **PPG Answer** given was 16 years old.	**All Agreed** **All**

Circulation via Email:

Gill Belbin Gilbelbin1@gmail.com	Amanda Garrett ohmrsg@gmail.com	Nicki Lawrie Nicki.lawrie@btinternet.com	Jill Leczmar jolecznar@gmail.com
Clair Milne-Parkinson clairmilne@icloud.com	Pat spinks patandgrahamspinks@gmail.com	Andrew Taylor Andrewtaylor10@btinternet.com	Carol Taylor carol.musician@btinternet.com
Anne Tremain Anne.tremain@yahoo.com			

KELVEDON & FEERING HEALTH CENTRE

		SA: said it will go to 11 years old and K&FHC is currently set at 13 years old. Patients access drop of their children's notes from 13 years here at K&GHC. But this will be younger as per NHSE.	
7.	Gillick competency & Fraser Guidelines	Please see inserted extra info document regarding this topic discussed: Consent and access: **Age** of patient notes given to children and young adults. 23.03.23-PPG Gillick competency & Frase	
8.	**Next PPG Meeting**	**Thursday 6th July at 1pm,** (though noted that this could change). • We would like to set up a good PPG following representative of all patients group and will work towards this, would like to have regular meetings to keep the momentum going as well as interest. • We want our patients to be involved in what we do and work with us to how they would like to see our services run working together. All agreed that the meeting was good, well structed and running on time now that we have a chairman: AG to ensure it runs to schedule and we do not go off tangents when subjects are discussed. Thoroughly enjoyable & informative meeting today.	

Meeting closed at 3.30pm

Circulation via Email:

Gill Belbin Gilbelbin1@gmail.com	Amanda Garrett ohmrsg@gmail.com	Nicki Lawrie Nicki.lawrie@btinternet.com	Jill Leczmar jolecznar@gmail.com
Clair Milne-Parkinson clairmilne@icloud.com	Pat spinks patandgrahamspinks@gmail.com	Andrew Taylor Andrewtaylor10@btinternet.com	Carol Taylor carol.musician@btinternet.com
Anne Tremain Anne.tremain@yahoo.com			