

Walton Practice Patient Participation Group
The Surgery
23 May 2018

Present

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
Isobel Walker [IW]
J Wiggett [JW]

Apologies

Caroline Tovell [CT]

Minutes of last meeting, taken as read.

1. Practice News

1a. Regrettably, the surgeries patient list has been suspended, due to large numbers of requests, to join the list. These are mostly from Caradoc, Frinton. The CCG is supporting the surgery, in this matter; It is hoped to be a temporary measure.

1b. Due to lack of support and money, a new surgery is not now possible. The surgery, as is, will continue.

1c. Private company surgeries, do not appear to be doing well. Virgin practice in Colchester, is in special measures. Caradoc, via ACE, continue having problems with appointment system, this appears to be going from bad to worse.

1d. EL said our surgery was having good support from COLT.

1e. NHS WiFi, has been installed. Phone system not yet installed, still in the pipeline.

2. Any Other Business

2a. RP, raised question, regarding a terminally ill patient. Some confusion about projected life expectancy, between the hospital, and the surgery. The patient and family were confused. The expectancy was given between 3 months and two years.

EL said predictions on life expectancy should not be made. Given the multidisciplinary members involved in a case like this; at the hospital 3 or 4 specialists could be involved, each will have their own views; and often they do not liaise with each other. EL will try to see patient involved, to clarify and support.

2b. Looking back at the loneliness issue, EL said we should try and find an accredited person, who could work with the surgery, and identify potential patients, who would benefit from this. JG to investigate.

2c. Dermatology still not sorted.

2d. EL looking at some procedures being performed at surgery.

2e. JG asked if the 'Care Navigation System' was in place. Our surgery not happy to use this system. Current system is working perfectly well. Looking at surgeries that use the care navigation system confirms views.

2f. RP to arrange a talk by Shpendi Sonia [Health in Mind], Psychological Therapies. Free services, treatments and support.

2g. IW, thanked the surgery for all it does, and the way they do it.

2h. Music too loud in waiting room, and distracting. Repairs required to fence and hole in car park surface. Surgery said, this was in hand.

Next meeting, 18 July 2018, at 19:00.