

**Wickford Health Centre  
Patient Participation Group**

**Thursday 10th March 2016 @ 2.30 pm  
Wickford Health Centre (WHC)**

**In Attendance:**

Ray Hilliard (RH) Chair	Jan Hilliard (JH)
BL	JD
ME	Sharon Newman (SN) Secretary
Jayne Johns (JJ) Practice Manager & minutes	

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**1. Apologies**

IC, AE

**2. Minutes from meeting held on 7<sup>th</sup> January 2016**

Noted as accurate but Ron Capes (RC) who had been in attendance and had been sent a copy of the minutes by RH responded via email and asked that the following be clarified:

*“I think the minutes are fine as they are but, to be absolutely correct, the non-executive directors outnumber the executives and we Governors control appointment, dismissal, remuneration rates and conditions of service of the Non-executives. The Chairman of the hospital is a non-executive and chairs both the Board of Directors’ meetings and the Council of Governors’ meetings. My own position is Lead Governor.*

*Regarding the Joint-venture pathology project, (analysis of blood samples, etc.) it is Basildon and Southend hospitals combined that own 51% of the joint company, giving them majority control.”*

In his email RC also thanked RH and the PPG for the welcome that was extended to him on his attendance at the meeting.

**3. Update/briefing on Wickford Health Centre**

JJ reported that Dr Oshunrinade would be going on Maternity leave in May and would be off for at least 6 months.

The Group had a discussion about locums and how difficult it is to find cover, especially when GP’s go off sick at short notice. JJ does have some locum GP’s she can approach direct but these GP’s also work elsewhere so sometimes are unable to cover with short notice.

#### **4. Future of Wickford Health Centre Building**

JJ reported that an Architect had been to WHC to look around and understand who worked in which parts of the building and to put together a feasibility study on what could be done to improve the health centre in the short term. She also reported that she had been told that following the visit Kerry Harding from NHS England would be meeting with Sean Perry from NHS Property Services to discuss the way forward.

RH asked for everyone's thoughts on whether it would be worthwhile inviting Kerry Harding to a meeting here, hear face to face what they are proposing. All agreed this was a good idea and that it didn't necessarily need to be at the next PPG if she isn't able to attend but a date in April sometime when she is free. RH to liaise with Kerry to arrange this and hopefully all PPG members will be able to attend.

#### **5. Feedback on last SEMC Locality PPG Meeting**

RH reported that the meeting didn't go too well. There weren't any minutes available from the last meeting and Andrew Hathaway, Project Lead for the Electronic Prescribing Service (EPS) who was supposed to attend didn't arrive. Also at the meeting, David Thomson, Chair and South Essex Managed Care Locality Manager informed the group that he would be leaving his job at the end of February to take up a position with a CCG in another part of the country.

David Thomson had reported that Lynne Powell and Viv Clements, Locality Managers for other areas under BBCCG would be looking after the Locality PPG meeting in the interim. RH rang Viv Clements to talk to her about future meetings and was told that she and Lynne Powell would be sending out an email, which he later received from Lynn Powell inviting him to attend a Patient Locality meeting on Friday 22nd April from 10am to 12noon. Apparently, David left without leaving any documents or updates with regards to SEMC Locality Patient Group. RH will attend the meeting on 22nd and update at the next PPG.

#### **6. Date of next meeting**

Thursday 28th April 2.30 pm. Dr Oshunrinade to be invited to attend.

#### **7. Any other business**

JH would like it recorded that she wanted to thank SN for all her help recently when she had some problems with hospital appointments. SN sorted it all out for her and she was very grateful.

JD also reported that SN had done the same for her when she too had problems with hospital appointments.

*NHS Choices* - JJ reported on the NHS choices website, following the posting of a very upsetting review by a patient. She stated that she and the practice take all reviews very seriously and aim to learn from any comments and always invites those posting a negative review into the surgery to discuss their concerns, however, she has only ever been contacted once and not by this reviewer. All agreed that sometimes it's easier to post a bad review than take time to post a good one and sadly that can reflect badly on the surgery when people do check out the NHS Choices website. However, through the friends and family test and verbal validation the staff continue to feel motivated by compliments they receive.

ME asked about blood tests and CT scan referrals and whether they can be requested electronically from the system. JJ/SN reported that while the results of blood tests do come to us via the system it's not possible to refer for these electronically currently.

JJ suggested that a professional is invited to meetings in the future, such as Long Term condition specialist nurses, Community Matrons, District nurses, Health Visitors etc. All agreed this is a good idea.

