

**Wickford Health Centre  
Patient Participation Group**

**Thursday 16<sup>th</sup> June 2016 @ 2.30 pm  
Wickford Health Centre (WHC)**

**In Attendance:**

Ray Hilliard (RH) Chair	Jan Hilliard (JH)
(BL)	(JD)
(ME)	(JS)
Jayne Johns (JJ) minutes	Sharon Newman (SN)

Other attendees:

Carol Townsend (CT)	Community Matron / Care Co-ordinator
Lynne Powell (LP)	Locality Manager, BBCCG
Viv Clements (VC)	Locality Manager, BBCCG

**1. Apologies**

Ingrid Coldicott (IC)

**2. Minutes from meeting held on 28<sup>th</sup> April 2016**

The minutes from the previous meeting were agreed as accurate.

**3. Welcome to Carol Townsend, Community Matron and Care Co-ordinator for Wickford**

CT explained her role within the Community Services, which include Community Matrons, District Nurses, Community Nurses, Domiciliary workers and Therapists. The Community Services come under the North East London Foundation Trust (NELFT).

Recently the SEMC Locality GP's decided they wanted their own Care Co-ordinator who, along with small team would look after the needs of some patients over 75 years of age, who needed assessment of their current situations and needs and the Co-ordinated team would work with the patients and the GP surgeries with regards to providing care where necessary and avoiding unnecessary admission to hospital. Unfortunately, it was not possible to carry this team plan forward however CT still works with SEMC Locality GP's with regards to their patients as Community Matron and Care Co-ordinator and works within the community assessing patient needs and is a link to other services.

- Referrals are made by the GP's
- CT assesses the patient with regards to their needs. The patients' health is looked a first, with a physical review followed by a social

check, i.e. are they independent? Are they able to shop for themselves?

- Each patient is individual and may require different levels of care
- CT may refer to other services, such as Community Nursing or other specific teams
- Can liaise with other agencies such as Age UK but encourages the family members to do this. Age concern provides a very helpful booklet\*
- Referrals can be made to social services

\*SN to contact Age UK with regards to procuring some booklets.

RH thanked Carol for coming and all agreed that they had a very interesting discussion with her and a better understanding of how Community Matrons work in the Community.

#### **4. Welcome to Locality Managers from Basildon & Brentwood CCG (BBCCG)**

Viv Clements (VC) introduced herself and Lynne Powell (LP) who are Locality Managers who look after their own localities within the CCG area and since David Thomson (DT) has left they have jointly taken over the SEMC Locality too.

She explained the patient engagement structure as each locality has its GP surgeries that have their individual PPG Groups. These groups are then part of the locality Patient Reference Groups facilitated by the Locality Managers and these reference groups feed up to the Board. Representatives from all Practices PPG Groups are invited to attend the Patient Reference Group meetings. RH confirmed that the SEMC Locality meetings, under DT ran differently with just the Chairs of each individual PPG attending the locality patient group meetings.

VC/LP confirmed that they also act as the link between the patient groups and the CCG.

On behalf of the group RH thanked VC/LP for attending the meeting.

#### **5. Update/briefing on Wickford Health Centre Staffing**

JJ reported that Dr Ronke Olukanni has started work, covering Dr Oshunrinade's Maternity leave. She has settled in well and has rapidly become part of the team.

JJ confirmed that she will be leaving her post on Friday 29<sup>th</sup> July to take up a Practice Manager position in Thurrock. She thanked the group for all their hard work and support. She will miss the staff and PPG members but feels this is the right move for her. Interviews will be taking place for a new Practice Manager on Thursday 30<sup>th</sup> June and Mr Hilliard will be part of the

interview panel, along with the Directors of SEMC Ltd. JJ will be on holiday at this time so won't be involved with the interviewing process.

SN will continue to be involved with PPG and will be the link between the group and the new Practice Manager when they are in place.

## **6. Future of Wickford Health Centre Building (NHS Property Services Refurbishment proposals)**

The scheduled meeting with Kerry Harding (KH) from NHS England and Sean Perry (SP), NHS Property Services went ahead on 28<sup>th</sup> April with PPG members in attendance.

The following points were reported by Kerry Harding:

- **Short term plans for Swanwood Surgery** – Swanwood have requested another consulting room but in the interim a room not used for consulting is currently being adapted for use by GP's training at the Practice
- **Short term plans for Wickford Health Centre GP Service** – it has been agreed that the best course of action at this time is to create two rooms at the front of the building by splitting the Reception office in two. One for the Practice Manager and one for the Secretary. This would get them out of their very small rooms, which are essentially cupboards, and nearer to the rest of the admin staff and the secure notes cabinets would be moved into the vacated spaces.
- KH to continue to liaise with Community Services with regards to the space they have and whether there is any capacity to free up room space
- **In the longer term** – KH confirmed that NHS England and NHS Property Services would be looking to work with the council to look at future possibilities for Wickford Health Centre

RH reported that he had tried to contact KH for an update following the meeting but she was out of the office. In her absence he spoke to another lady, Sophie Emerson from NHS England who provided the following information (exact text, copied from email):

- Initial improvements to an existing consulting room within Swanwood are underway and should be completed this week.
- The re-planning of Wickford Health Centre reception to release space elsewhere for a next phase of improvements will follow.
- Space utilisation discussions with the local community provider at Wickford Health Centre have commenced.
- Options are being reviewed for clinical training and other primary care activities associated with the practices in the 'old' Wickford Health Centre to be located in the new building.

RH queried point 4, as it was unclear what that meant and whether it was about the London Road Surgery. Ms Emerson returned an email stating that point 4 was inaccurate and that she would ask SP to call RH to discuss this and address any further queries. At the time of the meeting RH had not heard from SP.

## **7. Feedback on the future of SEMC Locality Patient Meetings**

RH stated that in his opinion the SEMC Locality Group meetings will not be as good as they were previously if the group are expected to join another one hosted by the VC/LP. However, he will go along to the next meeting and will report back to this group.

## **8. Date of next meeting**

While the group normally meets every two months JJ stated she is happy to have another, short meeting before she leaves if the group thinks it appropriate. It was agreed that the group would meet again on Wednesday 20<sup>th</sup> July at 11.00 am.

## **9. Proposed agenda items for meeting**

No new items to add currently. Continue with rolling agenda.

## **10. Any other Business**

JJ confirmed that the website has been updated with all the PPG minutes on it.

ME mentioned his contacts with the Alzheimer's Society and their attendance at a future meeting. It was agreed that at the meeting on 20<sup>th</sup> July the next meeting will be set for September and ME will see if the ladies concerned are free to attend.

With regards to the new phone system, the question was asked whether it is possible for patients to be informed of their position in the queue. JJ confirmed that this function isn't available on the new phone system. However, all agreed that the new system is much better than the old one and appears to be working well.