

Good evening and welcome to the Annual General meeting of the Bungay Medical Practice Patient Participation Group. A particular welcome to our key speaker for the evening Andy Evans. Andy was recently Chief Executive of the Waveney and Great Yarmouth Clinical Commissioning Group and he retires at the end of March. Also present is Jonathan Williams Chief Executive of East Coast Community Health. Thank you both for accepting our invitation .

The PPG is a group of volunteers who work with the practice to achieve the best possible patient experience. In April 2016 it was made a statutory requirement for every GP Practice to have a PPG. Currently our membership stands at six. during the year four members left and I would like to thank Alex Shannon, Jim Smyth, Carol Weaver and Mary Smith for their valuable contribution during their tenure. We currently have a recruiting campaign under way and welcome applications from patients who are registered at the practice.

Bungay Medical practice has 11,100 registered patients and currently holds a rating of GOOD from the Care Quality Commission. In the summer of 2015 the practice was taken over by East Coast Community Health , www.ecch.org this freed Doctors from running a business and Doctor Emerson is now the only GP Partner at the practice. It was a contractual

requirement for one GP to remain a partner to enable the transfer to take place.

I have been Chair for the past twelve months and during this time have worked with the team to make our group more accessible. There is now one application form for membership of the PPG. Our terms of reference have been rewritten. We now meet monthly, excluding school holidays. There is a flexible approach to attendance at meetings in particular, our face book administrator works full time and attends meetings when able. The minutes of our meetings are now posted on the BMP Website. These include a Practice Update which means that patients will be kept fully informed of what is going on at the practice.

Our face book page has now 153 followers and I would like thank Ian Wakefield from the CCG for his help, support advice in the launch and operation of our FB page. It is here you will find any messages from the practice as well as NHS campaigns and articles from reputable sources and if you wish more information on other topics not covered please message me and I will make every effort to provide the information.

crosbypauline@outlook.com

So what is the future for our practice. what do we as patients want. From my own experience if I am sick then I want to see a Doctor. The current procedure is to ring the surgery and book an appointment, when

the appointment Diary for each GP working that day is filled you are placed in a triage. A doctor working in a triage team behind reception will phone you back within the hour. You will have a consultation and the triage doctor will then establish if you need a same day GP appointment and if so you will be given one with a GP who has left spaces free for just such patients. You can be triaged to a Nurse Practitioner, Clinical Pharmacist, Matron or a Nurse who deals with Long term health conditions. This means that sick and vulnerable patients get speedy GP Access. This works well for most patients but some patients wish to see their registered GP. You need to bear in mind that up to six receptionists are booking telephone appointments and while you are arguing with the Receptionist the original appointment offered has been snapped up by another patient. When requesting a GP appointment patients are asked to give a brief reason for wanting to see the GP, this is not because the staff have a personal interest in your medical condition rather it is part of their job description to ensure that you are seeing the right member of the clinical staff. Do I agree with this system? I believe that the practice has come up with a system that enables sick and vulnerable people to see a Doctor quickly. This system is based on the number of patients we serve and the availability of clinicians. Oh and did I forget that it has to work within the practice budget.

In other parts of the country many patients do not get to see any Doctor for weeks. We are not at that stage.

For those patients registered with System Online you can book online appointments with your GP but these are generally for three to four weeks ahead and get snapped up very quickly. You can also order your medication online . More recently you can complete a form at the surgery to access some of your medical records and test results online. Members of the PPG tried this recently and it took about four weeks from ticking the box in System online through to record access. I am aware that a number of our patients do not have internet access. The Bungay library have a number of computers that can be accessed and if you need help in doing so then please contact me.

In 2016 ————— patients booked appointments and failed to turn up for them. This has an enormous cost implication and we all have a responsibility that if we book an appointment and no longer need it we cancel.

What of the future for our Practice. Patients expect greater access to GP services and have been supported in this by Political promises of greater choice and seven day services designed for their convenience. (Primary Care Future CCG) This may well work in city locations where practices can join together to share services such as other public bodies have. But the reality is that we are very rural and many

of our patients do not have access to even the transport to get to this practice. So I do not see this as a viable option.

I do have a simple wish list for 2017

I wish in 2017 we as patients can start taking some responsibility for our individual health!. Recently I spoke with a friend who lives in another part of the country and who had been turned down for a hip replacement operation. She has a high BMI and is also a smoker. I had to explain that if she had the operation now the replacement would fail. She needed to get her BMI down and stop smoking. I am sure that she had been told all this but often we do not listen to what we already know to be true but prefer to rant on about the state of the NHS.

In the waveney area

www.onelifesuffolk.co.uk have been contracted to provide access to FREE weight loss, stop smoking, health walk services for Suffolk registered patients. The PPG works with one life Suffolk to advertise programmes operating in the Waveney area on our Face Book Page.

I have created a wish list on behalf of the patients who have contacted me concerning these issues.

I wish that in 2017 our Practice gets a new web site.

This has been discussed at many of our meetings and so far there has been no progress.

I wish in 2017 that the practice provide a monthly newsletter. This will allow the patients who do not have internet access to have up to date practice information.

I wish in 2017 that Flu Clinics start earlier.
Granted! Stocks arrive 15 September . Thank you
Lisa.

Jonathan Williams chief Executive of ECCH is here this evening and I am hoping that he will be our fairy godmother and work with the practice to achieve a new website and newsletter in 2017 so that all our patients can be better informed.

To conclude the last eighteen months has been a challenging time for the practice. I believe that we are fortunate to have a Medical and administrative team who are dedicated to providing the best possible care and support to all our patients .