



*Patient Participation Group*



**ANNUAL GENERAL MEETING OF THE STIFFORD CLAYS MEDICAL PRACTICE PATIENT PARTICIPATION GROUP**

**THURSDAY 6<sup>TH</sup> APRIL 2023**

The meeting was preceded by two presentations.

The first from Kevin Brice, Patient Participation Network Group (PPNG) Chair gave an explanation of PPGs and their purpose.

The second from Nurse Keri - Ann O'Brien about Diabetes.

**DRAFT MINUTES OF EIGHTH SCMP PPG ANNUAL GENERAL MEETING – 6<sup>th</sup> APRIL 2023**

**Attendance:**

Twenty persons were in attendance as follows: -

Stephen Mumford	Linda Mumford	Mr G Archer	Mrs J Archer
Kathleen Manby	Linda Jeal	Viv Crouch	Suzanne Sleeman
Kerri-Ann O'Brien	Joyce Brice	Kevin Brice	Rena Laybourn
Tina Tripp	Elizabeth Sayer	Jeff Sayer	Mark Hooper
Mike Bilton	Wageem Syed	Danielle Brewer	Patricia Boag

**1 WELCOME**

Kevin Brice, Acting Chair SCMP PPG welcome everyone to the AGM

**2 APOLOGIES**

Apologies received from Berry Kipping.

**3 PRACTICE MANAGER'S REPORT**

Kevin Brice gave the following report on behalf of Suzanne Sleeman, SCMP Practice Manager.

Since the last AGM in 2019, we are pleased to report that our new system is fully up and running and working well. We are currently upgrading our website to be easier on the eye and patient friendly.

Due to Covid we don't really have much to report, however we were open throughout this whole Pandemic and hope we assisted our patients as best as we could.

Sue Garner has now retired and after a short spell with Lee Williams, Suzanne Sleeman is now the new Practice Manager, and she will be happy to help you with any non-clinical or administrative needs.

As you can appreciate the role of our Care Navigators (Receptionist) is not any easy role. They are at the forefront of all your concerns and frustrations and once again we find ourselves having to recruit for this position. So, if anyone knows a suitable candidate that would like to apply, please contact the surgery.

Most of you will know Nurse Tina. She has been our Lead Nurse for many years. Tina has reduced her hours and has passed the reins to Kerri-Ann who is now our Lead Nurse. Kerri is already thriving in her role, and for those of you who know her, you will know that Kerri's main speciality is Diabetes (both Suzanne and Kerri are here today to say hello)

#### **4 ACTING CHAIR'S REPORT (Kevin Brice)**

The PPG started in November 2011 with 3 Committee members. Today the committee has 8 active members. All committee members are patients of this practice that have volunteered their time to represent the 10,000 plus registered patients. We meet on the first Monday of each month (unless it is a bank holiday, then we meet on the Tuesday). Patients at the Practice are always welcomed to attend PPG meetings, perhaps to see if it is of some interest. They may feel that they could contribute to discussions and decisions. All our committee members volunteer for the post - we just need your support and fresh ideas. All patients aged 18 years and over are automatically members of the PPG and have the right to attend the AGM and vote and to attend PPG committee meetings as observers, and to stand for election to the Committee. Patients may be co-opted to the committee for the year.

This is the first PPG AGM since the outbreak of COVID-19. Whilst all of us have been affected by the serious nature of the pandemic, the NHS has been at the forefront of the battle to keep us safe. Doctors and nurses risked their own lives to help us when we contracted the coronavirus. We owe them all a huge debt of gratitude. However, coronavirus has not gone away.

#### **Coronavirus**

The Practice is supporting vital coronavirus planning and research by sharing data with NHS digital. NHS digital has been legally directed to collect and analyse patient data from all G.P practices in England to support the coronavirus response for the duration of this outbreak.

NHS Digital will analyse the data they collect and securely and lawfully share data with other appropriate organisations, including health and care organisations, bodies engaged in disease surveillance and research organisations for coronavirus response purpose only. These purposes include protecting public health, planning and providing health, social care and public services, identifying coronavirus trends and risks to public health, monitoring and managing the outbreak and carrying out of vital coronavirus research and clinical trials.

#### **Organisational Change**

They say change is a constant. That saying is very true of the NHS. Clinical Commissioning Groups (CCGs) have gone and we now have Integrated Care Systems (ICS), to tie health and social care provision closer together. Locally, we come under the NHS Mid & South Essex Integrated Care System.

The practice is now part of the Grays Primary Care Network (PCN) working with the other 9 practices in the Grays locality. As part of the PCN, the practice is able to offer you appointments with a Clinical Pharmacist, a Physiotherapist, Mental Health Nurse, HCA (Health Care Associate), Social Prescribers and paramedics who are available to assist with home visiting.

Changes have been made to out-of-hours appointments to deliver better services for patients. Planned and delivered locally by PCNs, the delivering out-of-hours appointments gives patients the following: -

- Access to more healthcare professionals including GPs, nurses, Paramedics, and clinical pharmacists.
- More choice about the type of appointment you want. These include a mixture of in-person face-to-face appointments, and remote appointments like telephone, video, or online appointments.
- Make it more convenient for you to travel to out-of-hours appointments. These appointments are being planned and delivered locally, so it is likely they will be available closer to your home.

Out-of-hours appointments are available Monday to Friday from 7:00am - 8:00am and in the evening 6.30pm – 8.00pm. Saturday appointments are from 9.00am to 5.00pm

An out-of-hours appointment might not be at your regular GP surgery. When you book an appointment, you will be told where the appointment will be.

These are not Emergency Appointments

### **Extended Hours services**

GP practices under Grays PCN are offering extended hours to access routine GP services. Currently they are offered at two centres for all Grays practices

1 - Stifford Clays Medical Practice

2 - Thurrock health centre

and soon to be Chafford Hundred

Extended hours are

1- Tuesday and Thursday mornings 7.00am to 8.00am

2- Monday to Friday evenings from 6:30pm to 8:00pm.

3- Saturday 9:00am to 5:00pm.

Morning clinics are at Stifford Clays Medical Practice only and under reconsideration due to low demand.

Evening clinics are divided between two practices

- Tuesday and Friday at Stifford Clays Medical Practice
- Monday, Wednesday and Thursday at Thurrock Health Centre
- Saturdays are divided alternately between two practices

Morning and evening appointment are telephone only with GPs but nurse appointments are face to face.

Saturday appointments are face to face both with GPs and nurses.

### **Stifford Clays Medical Practice Staffing**

Thurrock is recognised nationally as an area of severe GP deprivation. Across the NHS 10% of posts remain unfilled. Significantly, our practice has done well in maintaining our GP levels. In addition to the four partner GPs, there are an additional two GPs supporting our primary care requirements.

The GPs are supported by Practice Nurses who are trained to advise and counsel patients on how to be healthy and remain that way. Healthcare assistants support practice nurses with their daily work and carry out tasks such as blood pressure measurement, new patient, general health checks and some vaccinations.

Care Navigators at the reception desks provide an important link for patients with the practice and are your initial contact point for general enquiries. They can provide basic information on services and results and direct you to the right person depending on your health issue or query. Receptionists make most of the patient appointments with the GPs and nurses. They also perform other important tasks such as issuing repeat prescriptions and dealing with prescription enquiries, dealing with financial claims, dealing with patient records, taking calls from patients for appointments.

### **PPG Involvement with External Bodies**

#### **Thurrock Clinical Commissioning Reference Group**

The cessation of Thurrock Clinical Commissioning Group resulted in the termination of the Thurrock Commissioning Reference Group (TCRG) a powerful lobbying group. Our PPG had representation on the TCRG.

NHS Mid & South Essex Integrated Care System has no plans to replace the TCRG.

A Citizens' Panel provides an opportunity to have a regular say about health and care services in your area. It enables you to share your views on health and care and sign up for regular updates on topics you are interested in.

To sign up to the Virtual Views Citizens' Panel, go to the Mid and South Essex ICS website as follows: -

- [www.midandsouthessex.ics.nhs.uk](http://www.midandsouthessex.ics.nhs.uk)
- Click on, "Get involved"
- Click on, "How to get involved"
- Click on, "Virtual views"
- Click on, "Apply to join our Virtual Views Panel"

#### **Patient Participation Networking Group (PPNG)**

The PPNG was started by our PPG to provide a network for PPGs within Thurrock to share experiences and ideas. Now well established, the PPNG has just resumed meetings following the pandemic.

Throughout the past three years, information has continued to be shared via email between PPNG members.

#### **National Association for Patient Participation (NAPP)**

Our PPG is a member of NAPP and find this useful in receiving information and updates on health issues.

### **Healthwatch Thurrock (HW)**

Healthwatch is the Independent Champion for health and social care in Thurrock. Kevin Brice chairs their Advisory Group.

### **Peoples' Panel**

Healthwatch Thurrock has assumed the role of the People's Panel to monitor and examine the progress of the project for the transfer of services from Orsett Hospital to the Integrated Medical and Wellbeing Centres (IMWCs) in Thurrock

The Corringham IMWC is operational. The Grays IMWC at Thurrock Hospital is still on-line. Decisions are awaited from Thurrock Council on progress on the other IMWCs.

The planned Diagnostic Centre will be located at Thurrock Hospital.

The planned Urgent Care Centre will also be located at Thurrock Hospital. This will be open from 8.00am to 10.00pm, seven days a week and will include out of hours doctors' services and access to x-ray services.

### **Acorn Community Hub**

Mike Bilton assists in running the Acorn Community Hub located at Headon Hall.

The hub facilitates a Bingo group every Wednesday from 10:30am to 12:30pm – and games do not cost any money. To take part, everyone brings along a small gift for the prize table for people to win. Refreshments take place half way through the session. Normal attendance is between 10 – 25 people.

Every Thursday afternoon from 1.00pm – 2.30pm there is a social group who meet to take part in many activities. These include knitting, a game of pool, various board games, musical and question quizzes, chair exercises - and occasionally fish and chip lunch takes place - all while enjoying a warm environment and good company. Refreshments are available throughout the session. Numbers attending this group vary from week to week.

From 2.30pm to 4:00pm is a baby massage group with numbers varying between 2 and 8 babies.

The hub has recently sponsored a local under 7's football team with £250 to purchase winter sports kit. When the kit arrives, the team want a group photograph with the hub members.

### **Facebook**

The Stifford Clays Facebook is a closed group for patients only. Our Facebook site has proved to be useful in providing information to patients and getting patient feedback

We ask that you are respectful with your comments and remember we cannot answer medical problems or complaints. These must be directed to your doctor/practice manager. There is a slip available at this meeting with details of how to join the PPG Facebook page.

## **5 PPG INITIATIVES TO BENEFIT PATIENTS AND THE WIDER COMMUNITY\_(Viv Crouch)**

### **Our Waiting Room**

The PPG have two notice boards on the left side of the waiting room. We use these boards to keep patients informed by 'paper format of any relevant news and events.

With a donation from the Acorn Community Hub, a new notice board has recently been positioned just inside the entrance to the Practice.

### **TV Monitor**

The TV monitor in the waiting room has not operated since the pandemic due to software issues. These are currently being addressed to provide another communication facility with patients.

The TV is managed by the PPG off site and therefore puts no extra work on the admin staff.

### **Suggestion Box**

The PPG have provided patients with a suggestion box with 'comment slips' so that you can give feedback to the practice. This is an opportunity for patients to comment on anything that they would like brought to the attention of the Practice – including how pleased they are with their visit.

Please place completed slip into the box provided on the low table opposite the PPG noticeboard. All slips are given to the Practice Manager at the PPG's monthly meetings.

### **Collecting unwanted Spectacles**

Vision Aid Overseas is an International Charity dedicated to fighting poverty by transforming access to eye care in developing countries. 10% (670 million) of the world's population are visually impaired because they cannot get glasses they need.

We have been collecting spectacles for over eight years now and your help has made an enormous difference. Helping people regain their sight can be the key to so much more as it opens up the chance to a better life. There is a box on the low table opposite the PPG noticeboard that collects any unwanted spectacles.

### **Adult Library in the Foyer**

We provide a 'Read and Return' library for adults at the surgery and we are pleased to say that this has proved to be highly successful. Patients can take books home and read at their leisure, with no pressure to return by a specific date and no late return charge. We started off with one bookcase (which was donated by IKEA) but because it was so successful, we provided a second book case (which was kindly donated by Medely Clinic). When we first started the library, the committee coordinator had to source books to put on the shelves, but now we are happy to report that patients not only return books, but they provide books for others to read and enjoy.

### **Foyer bench**

It was brought to our attention that some patients waiting early in the morning for appointments would like a chair in the foyer. For this purpose and for patients wanting to browse books, Stifford Clays Community Forum donated a bench beside the bookcases. This has recently been removed due to problems with antisocial behaviour. However, when appropriate, seating will be replaced.

### **Children's Corner in Waiting Room**

Regrettably, due to coronavirus it has been necessary to remove all elements of the Children's Corner in the waiting room.

### **Stifford Clays Health Practice – PPG's Knitting Club**

Our successful PPG knitting club has grown in recent years and our knitters provide a range of different items, including hand knits for pre term, full term and sick babies, blankets

for wheelchairs users, hats for Southend chemotherapy unit. Hats/scarves/gloves for Essex and London homeless and toys/blankets/clothes for St. Lukes Hospice charity shop.

The PPG knitting group sponsors:-

- Basildon Neonatal Unit
- The Royal London Neonatal Unit
- Queen's Neonatal Unit
- St.Luke's – especially their summer fete in June this year
- Southend Chemotherapy Unit –for men and women who are receiving chemotherapy treatment
- Friends of Essex and London Homeless – hats, scarves, gloves

The PPG coordinator regularly collect hand knits from a very wide area in Thurrock. Some of our knitters are knitting larger children's items, such as cot blankets and toys. These are sold in hospital shops to raise money for their neonatal units. The money is used to buy equipment such as breast pumps, monitors and also refreshments for visiting families. There is a display of hand knits in the hall for you to see some of the wonderful items knitted by our talented ladies. The PPG committee would like to take this opportunity to 'thanks the ladies who work so hard for the organisations that we sponsor. Some of our ladies knit at home alone, some of them meet in small groups in each other's houses, and some are groups set up in Residential Care Homes, Community Clubs and Church halls. All of them are wonderful people who set a good example of caring for the community.

## **6 OUR THANKS TO THE PRACTICE**

Thank you to the Practice Staff for all their support and for the hospitality during our PPG meetings and a special thanks to Suzanne for all the help we continue to receive and we look forward to another year of continued co-operation.

As Acting Chair, I cannot thank enough the members of our PPG committee for their valued contributions to our meetings and the work they take on outside of our meetings. It would be harder to find a more dedicated group of volunteers.

## **7 ELECTION OF SCMP PPG COMMITTEE**

### **Alan Hudson**

On 15 December 2021 the PPG learnt of the sudden passing of its Chair, Alan Hudson.

As PPG Chair for many years, Alan supported the Practice in many ways. Through his passion and commitment Alan ensured that all views were heard and opinions shared through the PPG, for the benefit of patients at Stifford Clays Medical Practice.

Alan was a founder member of Healthwatch Thurrock Advisory Group. He was enthusiastic about their objectives, giving many hours volunteering and helping them in their work.

As Chair of the Thurrock Clinical Commissioning Reference Group, Alan displayed a thorough knowledge of the issues and developments in local health services.

Alan was dedicated to his family and the organisations in which he was involved

A true Gentleman, Alan is greatly missed by all who knew and loved him and Thurrock has lost a real peoples champion.

Tragically, Alan's wife Sandy also passed away on 5 January 2022. 2022 year would have been their Golden Wedding Anniversary.

## **SCMP PPG Committee**

Proposal: All current SCMP PPG Committee Members be re-elected

Proposer Mike Bilton                      Seconder: Jeff Sauer

All in favour.  
None against.  
Carried.