

Jaywick Community Forum



OPEN MEETING Resource Centre
28th October 2pm

ATTENDEES:

John Wolton, Mick Masterton, Dan Casey, Gill Elkins, Sylvia Hobbs, Ian Burit, Brenda Oliver, Suzy Shimell, Ray Hanson, John Milligan, Steve Lee-Foster, Hilary Entwistle, Chris Griffiths (Essex County Councillor for Clacton West) Reporter + 60+ members of the public,

APOLOGIES:

Guinness Trust, Karl Randal

MINUTES OF LAST MEETING:

Agreed and signed

MATTERS ARISING:

None

UP DATE FROM CHAIR:

Have had a meeting with ChilversMcCrea as things have got so bad at the surgery. They are in attendance in the public part of the meeting.

Have had a meeting with Mike Badger and Karl Randall. A discussion was held re: drainage situations of rainwater from Brooklands sea front road. How to overcome the problem. Mike Badger would be in touch with Karl if TDC are able to finance regular inspection.

A meeting is to be held at Weeley council offices with the Forum members and SLF/HE on 1st December about regeneration plans – if anyone wants to come let John or Gill know, or if you need transport .

The Chair of the Pier Ward Forum has asked to attend our meeting – does anyone have any objections – No. Also at public part cannot stop him attending

The following were thanked by John and the Forum for all their support – Karl Randal, Margaret O'Dell and her wardens, Stephen Lee-Foster and Hilary also Chris Griffiths

UP DATE FROM MARGARET O'DELL

The recent clean up resulted in 10 tons of waste cleared. Alvis Avenue still being used as a community garden.

UP DATE FROM STEVE LEE- FOSTER

Brooklands Garden behind the MUGA (for those that are not aware means Multi Use Games Area) – Crispin Downes (ECC) has said the garden will be done but the plans for the memorial garden are on hold due to funding.

We have 76 properties earmarked or noted as derelict or empty and we are contacting the owners regarding whether they are going to clear up the site. Several are already scheduled for demolition. Tendring District Council may buy these if the owner wishes – after costs have been deducted.

Fly tipping – all the teams are trying to coordinate to stop this happening

UP DATES FROM COMMUNITY ORGANISATION:

I.B. – Going fine at present, the exclusion zone working – on 6th November have a meeting at Burrs with judges present.

S.S. – The centre going well, though was losing bookings. Still doing a petition for signs etc on beach – CG helping

S.H. – Ticking over, and have more bookings than can be coped with – open Sat and Sunday this week for bookings. Still having parking problems at the front.

M.M. – Work going on with the wardens on the gardening

B.O. – No changes – Annual Christmas celebration of the three Churches at Golf Green Hall in December – all welcome.

G.E. – Since the meeting in September have had the medical sub committee resume its operation and they are prepared to take comments through to the surgery on a regular basis and to this effect have placed boxes around the area – letter and comments form handed out.

J.W. – Nothing to Report

R.H. – Tendring Community Transport are having problems with the vehicles parked outside the Golf Green Hall when they come out of the car park and where the parking is occurring in Crossways outside the medical centre due to it being difficult to get through parked cars either side.

D.C. – Library committee has a meeting on 12th November with Essex County Council regarding its future

CORRESPONDENCE:

Nothing to Report

PUBLIC ALLOWED IN

ANY OTHER BUSINESS:

1. Green Elms

Penny Lansdowne was introduced by JW and started the public part of meeting – she explained that the patient experience team were there for anyone who wished to talk to them. She gave a general update explaining what the PCT had done since the last meeting including the times that they were at the Golf Green taking comments – about 67 came along and 35 were fully interviewed as they didn't have the resources to do more in the 3 days. She also said she intended continuing to go into the surgery at least weekly to check what was going on. Penny then introduced Dr Rory McCrea Chairman of ChilversMcCrea –

Dr McCrea introduced Tony Barton (Operations Manager) and Anne Care Thanks were given to the PCT and the people who have spoken in Jaywick – is an NHS GP and has been for nearly 20 years, said "I am not some business, I am interested in patient care." Apologised for lack of knowledge regarding problems and that systems didn't work that should have highlighted the failures. It is important to get right now. The issues first brought up were lack of doctors and with administration - these are the main problems. TB said we need 5 GPs to cover both surgeries – explained the situation

re GPs for the surgery within the next few weeks - 3 now and one to join soon also talking to two female doctors - a question was raised as to their ability to understand these GPs – yes all have good language skills. Part of the problem with getting Doctors to Jaywick is we need the right persons and we think we have now got those. It is not just us assessing the surgery. Anne and her team have been revolutionising the admin systems as there were obvious problems – she is also supporting the current team. I have been speaking to Mr Patel (Chemist) and he says things seem better. We have also modernised the computer system in the middle of all this. Anne explained where she has come from and her qualifications and what she had done for other surgeries e.g. making sure results are input to the computer – have employed two extra people highly qualified on the admin side. Has looked at what the responsibilities are of current staff and any training requirements. Prescription and appointments system have been altered to make it more smooth running. Very aware of problems and experienced in dealing with such problems, and if you are patient then we all will see positive outcome in the practice, but it all takes time.

Dr McCrea - so far are Drs recruited, admin starting and needs things to embed making the system smoother.

Questions were then opened to the floor including:-

Why taken so long to resolve – especially Drs? - All staff relocating to the area and on NHS contracts - except Anne. Had two senior staff that visited the surgery who now longer works for the company.

Bad confidentiality – to be discussed confidential with the patient and then will investigate. Agreed serious.

When quietened down will service go down the drain again? – Dr M to personally oversee that this does not happen

Why have 5 good Drs gone in last few years? – 2 problems: if a Dr and admin not working it is disastrous only one was on a contract.

Changes are they implemented yet? – No GP came on a home visit as promised. Every time we rang we got Harmony Out of Hours service yesterday. – detail to be given and will come back to patient

Why only ten minutes for a visit to doctor –?

No notification for routine screening tests – the particular test needed has been withdrawn, nothing to do with the surgery.

Are the GPs going to be able to administer injections – at least one will be able to do this depending on drug being given.

Are there to be more nurses? – yes as soon as a suitable candidate is found.

Further items were raised, but most were personal and the management team of Green Elms will discuss this situation with the people involved..

DATE OF NEXT MEETING: AGM.

25th November 2009 – 2pm at the Golf Green Hall.