

**LANGDON HILLS MEDICAL CENTRE**

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING**

**27<sup>TH</sup> JANUARY 2012**

<b>Present:</b>	<b>Dr. B. Salako</b>	<b>Dr. J. Byran</b>
	<b>Marguerite Cutting</b>	<b>Diane Osborn</b>
	<b>David Coleman</b>	<b>Pamela Coleman</b>
	<b>Geoffrey Parker</b>	<b>Elizabeth Parker</b>
	<b>Christine Dawson</b>	<b>Joyce Beecham</b>
	<b>Julie Coker</b>	<b>Trevor Taylor</b>
	<b>Stanley Shaw</b>	

**Marguerite thanked everyone for attending.**

**Julie Coker expressed her concerns that the Commissioning Bill would not go through Parliament. Dr. Salako explained that it had to be passed as this is the way forward.**

**First on the Agenda was how to recruit younger patients to the group. Julie Coker said that she is in contact with a pre-school and would talk to them to enquire if she could arrange a talk with the young mums.**

**Elizabeth Parker said we should advertise in the waiting room and Trevor Taylor asked if the GP's could give handouts to patients at the end of their consultation. Dr. Byran said he would be happy to design some leaflets.**

**Second on the Agenda was the proposed questionnaire for patients. David Coleman said we should give the questionnaires out to patients rather than email them. Julie Coker said she would be available to come to the Surgery on certain days and hand them out to patients in the waiting room. She agreed to contact admin to arrange suitable times.**

**The members confirmed they would like the issue of appointment waiting times and the question of being able to see a chosen Doctor to be included in the questionnaire.**

**Dr. Byran mentioned that some hospitals have Q & A machines for patients to fill in while waiting for appointments. It was decided that this would not be feasible and would be too expensive.**

**Trevor Taylor is to show Diane Osborn how to send questionnaires etc. electronically to patients by BCC.**

**David Coleman said he thought a video running in the Surgery explaining the proposed changes to the health system would be a good idea. This could also be valuable for recruiting new members. Trevor Taylor said powerpoint would be a better system and he volunteered to install it for us. He also thought that outside advertising would be a good idea. If the television was repaired, a 24hr news channel would be interesting for patients to watch while waiting for appointments and keep them occupied during unavoidable waiting periods.**

**Third item on the Agenda was discussion regarding ways of improving the waiting area. Stanley Shaw asked if a water dispenser could be installed in the waiting room. It was agreed that it would cause a hazard of water spillage and would be too expensive. Joyce Beecham said she didn't think that patients wait long enough to warrant the expense.**

**Pamela Coleman said she thinks the waiting room looks "bleak" and Stanley Shaw said that it could do with painting and that green was a nice, calming colour. Pamela also said maybe there could be calming music or introduce calming smells. It was suggested that maybe changing the position of the chairs in the waiting area would make it more friendly.**

**Trevor Taylor suggested borrowing some pictures from The Picture Gallery. Pamela suggested children doing pictures for us to display. Dr. Salako said that maybe we could ask children from the local school to do a picture competition for us. It was also suggested that we could have some plastic plants to brighten the room.**

**Fourth on the Agenda was the possibility of an Open Day and what it could consist of. It was suggested having an open afternoon with talks on topics like Diabetes, Immunisations etc. Tea and coffee to be provided.**

**David Coleman said we should have a notice in the waiting room with details of our Website as he wasn't aware that we had a website up and running. He queried if we knew how many users we had.**

**Trevor Taylor suggested we have business cards with the website address on.**

**Joyce Beecham explained that she does not have a computer and does not know the surgery times or have access to certain documents displayed on the website. It was suggested that on the end of the patient questionnaire there should be a chance to add if anyone wants advice.**

**We should have a sign outside the Surgery with our opening times etc.**

**Stanley Shaw said that when the telephone line is engaged it does not acknowledge who you are through to. Marguerite Cutting said she would look into how this can be resolved.**

**Geoffrey Parker asked when we would get the next update from David Thompson as he said he would advise us when the SMEC website was accessible. Diane Osborn is to contact David and ask him to send a link to forward to group.**

**It was decided to ask David to the next meeting.**

**Date of next meeting 16<sup>th</sup> March 2012 at 1.00p.m. at the Surgery.**