

LANGDON HILLS MEDICAL CENTRE

MINUTES OF PATIENT PARTICIPATION MEETING

16TH MARCH 2012

Present:	Dr. B. Salako	David Thompson
	Marguerite Cutting	Diane Osborn
	David Coleman	Pamela Coleman
	Geoffrey Parker	Elizabeth Parker
	Christine Dawson	Joyce Beecham
	Julie Coker	Trevor Taylor
	Lesley Street	Dr. J. Byran
	Dr. O. Saiki	

Julie Coker opened the meeting by welcoming Lesley Street, a new member, to the Group and thanking everyone for attending.

- 1. First item on the agenda was the possibility of having art work displayed on the walls in the waiting area and corridors of the Surgery. T.T. brought along Vin Harrop who has a Gallery in Eastgate displaying local art some of which belongs to Basildon Art Collection. Mr. Harrop said he would be willing to ask some local artists if they would be happy to hang some of their art work in the Surgery on a loan basis. The question of Insurance was raised and Mr. Harrop said that Artists have Limited Liability Insurance.**

Mr. Harrop said he would come along and have a look at how many pictures we would need and how to hang them appropriately so they could be easily changed.

D.C. said it would be a nice idea to have photographs of the Laindon and Basildon area from years ago.

M.C. said she had contacted the local School to ask if the children would like to do some paintings to hang in the waiting area but has heard nothing back from the Head regarding this. L.S. said she would speak to her neighbour who is a teacher at a school and ask if they would be interested.

- 2. Second item on the agenda was an update from David Thompson and J.C. welcomed him to the meeting.**

The Group expressed concerns regarding the possible privatisation of the Health System in the future. M.C. commented that the number of Private referrals had escalated recently.

Dr. Salako stated that he thought it beneficial for a member of the Group to represent the Practice at future Consortia meetings. He reported that he had proposed this at the last CCG meeting but it was not upheld. It was agreed, therefore, to generate a letter from the PPG to the CCG requesting that nominated patients be present so that the group's concerns can be heard. J.C. asked for a show of hands to carry the motion. This was agreed unanimously. A draft letter will be drawn up in the interim and will be discussed at the next Practice PPG meeting.

D.T. stated that it might be helpful for the Group to see impartial views on the future of the NHS and agreed to send links to M.C. to forward onto members of the PPG in order that they have access to the GP journal PULSE.

D.C. suggested that maybe PPG's could come together as one voice as there is strength in numbers.

- 3. Third item on the agenda was to discuss the results of the Patient Survey. D.O. thanked J.C. for her help in giving out the surveys in the waiting area while patients attended their appointments. J.C. said that most patients were happy to fill out the questionnaire although the majority of complaints were regarding the availability of non emergency Doctors appointment within a week. One patient complained regarding the lack of out of hours Surgeries as he works in London. Dr. Salako brought to the Group's attention that we are open Saturday mornings. L.S. commented that we do not have a nurse on Saturdays.**

On the question of Doctors appointments within the week, D.O. explained that we do have 48hr appointments available but due to the make up of rotas and times it was only possible to offer a limited amount. These appointments can be taken up within the first flurry of telephone calls. It was explained that the Practice has tried various ways of alleviating the problem but patient demand is always very high. D.O. and Dr. Salako will discuss ways of trying to improve Doctors rotas to make more appointments available.

Further queries consisted of the times available for obtaining test results. Some patients expressed dissatisfaction at only being able to obtain their results at specified times of the day. D.O. explained that this is done because some patients would telephone first thing in the morning when the receptionists are at their busiest and more convenient times were set.

L.S. said it would be helpful to have a board in the waiting area with photographs and names of all staff especially the Doctors and Practice Manager as this would help identifying whether a Doctor is male or female. D.O. said she thought the gender of the Doctors was stated on the Website and would check.

D.O. informed the Group that the patient survey results would be published on the Practice Website, NHS Choices and in the waiting area by 31st March 2012.

- 4. Fourth item on the agenda was an update of the previous meeting. T. T. updated the group on the situation with the TV in the waiting area. He has discovered that the wiring going into the new extension has been cut and that he is awaiting new parts to be delivered so he can hopefully install Powerpoint.**

The problem concerning the telephone answering system that was brought up by Stanley Shaw at the last meeting has been resolved. M.C. has had the message changed so patients know they are holding for the Surgery.

J.B. mentioned she had noticed a lack of phlebotomy appointments and G.P. added that he was told there were no available appointments before the end of April. D.O. said she would check this as she was sure this was not the case. Dr. Salako stated that the Practice would set up Phlebotomy training for two members of staff to enable the Surgery to offer more clinics.

As requested at the last meeting, a new surgery name sign has been purchased and displayed on the building, with additional information on the Practice Website address.

- 5. Last item on the agenda was Any Other Business and D.C. raised the problem of patients not closing the waiting room doors and causing the area to be very cold. D.O. mentioned that notices had been put up to "please close the door" but to no avail. D.C. asked if the doors could be self-closing but it was pointed out that this would make it difficult for disabled people or ladies with prams to get through them. D.C. said maybe we could get electronic doors.**

T.T. brought up the problem of the location map on our Website only giving the Postcode which shows up numerous houses in Nightingales and doesn't just pinpoint the Surgery. L.S. said her husband may be able to help us rectify this.

J.C. expressed concern that the District Nurse team was located out of the area and it was not always possible for a patient to be seen by the same Nurse thus affecting continuity of care. Dr. Salako agreed stating that it is not always clear who the District Nurse is for this Practice. J.C. suggested that maybe the PPG could put forward a proposal for change and improvement of this system. It was agreed to discuss this at the next meeting.

The next meeting was agreed for Friday 27th April 2012 at 1.00p.m.

