

**LANGDON HILLS MEDICAL CENTRE**

**MINUTES OF PATIENT PARTICIPATION GROUP**

**11<sup>TH</sup> JANUARY 2013**

<b>Present:</b>	<b>Dr. B. Salako</b>	<b>Julie Coker</b>
	<b>Geoffrey Parker</b>	<b>Elizabeth Parker</b>
	<b>Pam Coleman</b>	<b>David Coleman</b>
	<b>Christine Dawson</b>	<b>Trevor Taylor</b>
	<b>Lesley Street</b>	<b>Tim Young</b>
	<b>Denise Birkett</b>	<b>Diane Osborn</b>

- 1. J.C. welcomed D.B. to the meeting as a new member.**

**J.C. advised the group that she had sent the article regarding advertising the PPG to the local newspaper. She was awaiting a reply on how much it will cost. D.B. was asked how she became aware of the PPG and she said she saw the poster in the waiting room but queried whether this was sufficient for recruiting as she only saw it as she comes to the Surgery regularly.**

**J.C. reiterated what had been discussed at the last meeting with David Thomson and Alison Reeve. She said she thought D.T. was going to arrange for us to contact other Surgeries' Patient Groups but had not heard anything from him. B.S. and D.O. said they are on good speaking terms with at least 3 other Surgery Practice Managers and would contact them on the group's behalf.**

**B.S. informed the group of a new procedure to commence in April whereby all blood samples etc. will be sent to Bedford Hospital for analysis. The group queried the sense in this and could not see how it would save money. J.C. asked if we would be able to oppose this but B.S. said it was already due to commence in April. T.T. said he had seen an online petition and would send it out to the group. J.C. said she would write to the PCT and register the group's concerns.**

**B.S. also spoke regarding inter hospital referrals. Consultants cannot refer patients to other clinics within the hospital, it has to be done via the GP. D.C. and other members showed extreme concern about too many requests/letters. It was reiterated that we should get together with other PPGs to have our voice heard.**

A lot of discussion followed re the members' worries and concerns and it was suggested that the group contact the local MP to raise some of these concerns. It was agreed that we could contact our MP and invite him to one of our meetings. J.C. would look into this.

2. D.O. advised the group that the patient survey was being completed online this year. Posters had been put up in the waiting room and leaflets given out in prescriptions asking patients to fill in the survey. Also information on website.

The group were happy with the questions on the survey and they thought we should, as last year, get a mainly positive feedback. D.O. said that even though leaflets were being handed out and posters were displayed she had not had a very good response. D.B. suggested asking the Great Berry and Co-Op Pharmacies if they would mind putting posters in their windows asking patients to fill in the surveys. It was also mentioned that the local School could be asked if they would advertise in their newsletter, but it was pointed out that not all pupils at the school are registered with this Surgery.

B.S. said he thought it would be a good idea to print out surveys to be handed out in reception for the patients who do not have access to a computer. D.O. said she had looked into this but was having difficulty printing the survey out from the website as it is filled in using "drop down boxes" but would endeavour to overcome the problem. L.S. said she would look online to ascertain whether she could find the same survey that could be printed. T.T. said he would also add the details to the T.V.

T.T. also put forward the suggestion of having a computer in the waiting room which patients could use with the supervision of a staff member to help fill in the survey. It was noted with interest and something to think about maybe for next year.

3. J.C. queried if there is a group in the area for depression. There is one in Billericay (DASH). She asked if it was possible if we could make a difference by hiring a local hall and supplying refreshments and offering people someone to talk to. B.S. said it was something to think about. D.C. asked why DASH could not be asked to extend their interests.

Discussion followed on where we are within the levels of control. Is anything moving along. B.S. advised that by April things will be structured. T.Y. asked if Consortia could come along and we could ask the question as to how, when and what is being done. J.C. is worried that we are doing a lot of talking but not achieving anything concrete. The wheels are moving slowly but once we are able to get together with other PPGs then maybe things will progress.

J.C. thanked everyone for coming to the meeting. The next meeting is 22<sup>nd</sup> March 2013 at 1.00p.m.