

LANGDON HILLS MEDICAL CENTRE

PATIENT PARTICIPATION GROUP MEETING

24TH MAY 2013

Present:	Dr. B. Salako	Julie Coker
	Dr. A. Conner	Lesley Street
	Pam Coleman	David Coleman
	Elizabeth Parker	Geoffrey Parker
	Diane Osborn	

J.C. welcomed everyone to the meeting and began by expressing concerns about the seemingly slow formation and inclusion of local groups in our area into the new CCG structure. Some of the local groups do not have a Doctor who make themselves available to attend meetings. J.C. expressed the opinion that maybe there were more people in authorative positions in some areas, e.g. Thurrock.

Questions were raised as to if Tim Young had been approached to represent the group at meetings and D.O. informed the group that David Thomson should have contacted him as a meeting was pending. B.S. explained that David was very busy with paperwork etc. for the new transition and that D.O. had given him Tim's email address again in case he had mislaid it.

The availability of emergency appointments was raised and D.O. explained that if patients telephone the surgery at 8.00a.m. they would be given a "same day" appointment for that morning. It is the Surgery's policy to see all patients who request an appointment on the same day and this is the reason the wording has been changed from Emergency appointments to Same Day appointments. Some of the group were unaware of this fact and asked why it had not been included on the TV powerpoint in the waiting room.

This brought up the problem Marguerite has been having with the Life Channel company who provide the advertising on the television in the waiting room. D.O. explained that the Life Channel had not worked since the Practice split back in 2010 and this is why the Surgery with the help of Trevor and the group had installed powerpoint on the television giving relevant information about the Surgery and local amenities. Suddenly, the Life Channel was back working and our information was removed. We have asked on several occasions for this information to be reinstalled and are at present waiting for an engineer to become available in the area.

The conversation continued around emergency appointments and it became apparent that some of the group did not know about the Out of Hours Service provided by the Surgery. D.O. explained that in the event of an emergency when the Surgery is closed, patients should telephone the usual number and they will be automatically put through to the Out of Hours Service. Most of the group said they did not know about this service and thought that if they became ill in the evening or weekend they should go straight to A & E. It was asked why it is not advertised in the waiting area and D.O. advised the group that posters are displayed in this area and notices are on the website. This information was also shown on the television before the powerpoint was removed and is now waiting to be added to the Life Channel.

Discussion regarding the new 111 facility took place and it was unanimously agreed that it is a waste of time.

The group discussed the possibility of blood samples still being sent to Bedford. Stephen Metcalfe MP had informed the group that the plan had been adjusted and Southend and Basildon were being considered separately and that blood samples would remain inhouse. Apparently, this is still in an interim stage and could change. J.C. observed that it would be advantageous if more verbal pressure from local PPG representatives was possible.

B.S. informed the group that Brentwood constituents are fighting against the closure of the new Community Hospital.

There was a great deal of discussion regarding the apparent waste of energy and lack of presence of experienced personnel i.e. Specialists and Consultants on a Saturday and Sunday. D.C. thought that rather than the hospital being empty at weekends, Consultants could hold clinics and so spreading the workload over 7 days instead of 5. Consultants could also work a shift pattern to include evenings. It was thought that this would also alleviate tiredness and stress for not only Consultants and Surgeons but nursing staff too. Maybe operations could also be performed at weekends. B.S. wanted to raise awareness of this topic.

J.C. spoke about the need for a Doctor to attend care homes. At present GPs visit the care home between morning and afternoon surgeries. It was suggested that attendance of a Doctor on a rota basis would be advantageous.

It was agreed by the group that a letter should be drafted and sent to Alison Reeve (Lay Member of CCG) highlighting topics for discussion at future CCG meetings. This letter is to include:

- 1. The suggestion of weekend and shift patterns for some departments i.e. Renal and Cardiology.**
- 2. Suggesting a rota for Doctors to attend Care Homes.**
- 3. Ask for help with the Life Channel to reinstate the important Surgery information that has been taken down.**

P.C. is to draft this letter.

J.C. thanked everyone for attending.

Date of next meeting 13th September 2013.