

**LANGDON HILLS MEDICAL CENTRE**

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING**

**6<sup>TH</sup> SEPTEMBER 2013**

<b>Present:</b>	<b>Julie Coker</b>	<b>Joy Beecham</b>
	<b>Trevor Taylor</b>	<b>Tim Young</b>
	<b>Pam Coleman</b>	<b>David Coleman</b>
	<b>Geoffrey Parker</b>	<b>Elizabeth Parker</b>
	<b>Adanna Ononiwa</b>	<b>Dr. B. Salako</b>
	<b>Diane Osborn</b>	

**J.C. welcomed everyone to the meeting.**

**First item on the agenda was an update from T.Y. on the meeting he attended on behalf of the Group. T.Y. reported that there were 4/5 other representatives at the meeting and that David Thomson had discussed the aims of the PPG and what they were there for.**

**These aims are:**

- 1. To provide local support for commissioners so that the needs, priorities and aspirations of patients and local practices can be identified and given consideration and fed into the commissioning process.**
- 2. Cascade information out to the wider community, via practice groups, to raise awareness about commissioning decisions and service development.**
- 3. Promote the wellbeing of patients and support the BBCCG to provide a high quality of care and service delivery.**

**T.Y. reported that meetings of this group will be held every month for the first 6 months and then reviewed. There will be a requirement for a nominated member of the group to attend the monthly SEMC locality board meetings.**

**T.T. asked T.Y. how many Practices had PPGs and he replied that there were not very many and not all Practices had GP Representatives. In fact only about 4.**

**J.C. asked if the members were happy for David Thomson to be invited to the next meeting for an update and the group all agreed. D.O. to contact David to invite him.**

J.C. asked T.Y. when issues to take to these meetings should be raised and it was agreed that any issues the group may have should be raised and given to T.Y. at PPG meetings. It was felt that it is important that the group should be aware and forewarned of upcoming problems so they can be addressed and, if necessary, opposed as soon as possible. The group must be pro-active.

The group were informed that the situation with blood tests being taken to Bedford has been quashed due to public petitions.

T.Y. said the next meeting is next week and the group should email him with any issues they would like him to take to this meeting. He said he would ask the question of what is the process of patients knowing of issues in advance of it happening.

J.C. asked the group if they thought it would be a good idea to ask Stephen Metcalfe MP back to a meeting and it was agreed that maybe in the future. J.C. asked that if members had any issues they should email them to her to be discussed at our next meeting.

D.C. expressed his views that he thought A & E should be Consultant lead. This means the whole area to be treated as a specific Department with relevant specialist team directly attached and managed accordingly. There should be shift Consultants. He said that at the moment it seems to be run by Junior Doctors who are working too many hours.

D.C. also expressed his concern with the Cardiac Department. He said that Consultants ask to see a patient again in 6 months but when trying to book appointment at Reception they are told there are no appointments for 8 months. Then invariably this appointment is cancelled and the patients are not seen for a further month. He thinks there should be more Consultants or they should work on Saturdays. B.S. explained to the group the process of C2C (Consultant 2 Consultant). This is where if a Consultant wants a patient to be seen by another Consultant he cannot refer himself but has to ask the GP to refer. This, of course, prolongs the length of time it takes for the patient to be seen.

The second item on the agenda was to discuss the upcoming patient survey for 2013/14. D.O. asked the group if they were happy with the questions asked in last year's survey or if they thought that anything should be changed. The group all agreed that they were satisfied with the questions asked and that nothing needed to be changed. J.C. offered to come into the Surgery to hand out surveys to patients waiting for appointments.

D.O. informed the group of the new system of patients booking appointments online. She explained that patients needed to attend the surgery to obtain a unique username and password to access the online booking system through the Surgery Website. D.O. also informed that the way in which prescriptions are ordered through the website is also changing. The same username and password for online booking is to be used to order prescriptions. The group thought that online booking is a very good idea.

T.Y. asked if the patient survey included questions about the new online booking, but it was felt that this should be left until next year's survey as this system has only been available for a few weeks and not many patients have used it yet.

J.C. asked if our patients are using Out of Hours more since posters and notices on website have been highlighted. B.S. said "yes" he thought they were and that we are in the process of running audits on A & E attendances. He said there is a GP working in A & E who sees patients and returns them to their own GPs if necessary. D.O. added that since the morning appointments have been renamed "same day appointments" instead of "Emergencies" more patients are happy to call in to obtain an appointment for that day. This appears to be reducing inappropriate use of other NHS services and freeing up pre-bookable appointments in the Practice.

Third item on the agenda was Any Other Business and B.S. brought up the subject of mental health. He informed the group that local Respite Homes are to be closed as they are deemed surplus to requirements. It is the intention of Social Services to handle the patients but it was felt that they do not have enough resources. T.Y. will take this issue to the meeting.

T.T. pointed out that items that have been discussed in past meetings may have been forgotten and that he would look back at minutes to see if any issues that have been raised and discussed in the past have not been resolved.

T.T. raised a concern that he had noted in the newspaper whereby a Pharmacist in Basildon had been found to be providing fraudulent Statins.

D.C. made the observation that the Pain Management Clinic at Orsett is the furthest Clinic away from Reception and car park. He has left a comment at Orsett Reception to highlight this fact.

J.C. thanked everyone for attending and the next meeting is Friday 13<sup>th</sup> December 2013 at 1.00 p.m.