

LANGDON HILLS MEDICAL CENTRE

MINUTES OF PATIENT PARTICIPATION GROUP

13TH DECEMBER 2013

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|-----------------|------------------------|-------------------------|
| Present: | Dr B. Salako | Dr S. Weil |
| | Julie Coker | Joyce Beecham |
| | Pam Coleman | David Coleman |
| | Geoffrey Parker | Elizabeth Parker |
| | Denise Birkett | Lesley Street |
| | Tim Young | Trevor Taylor |
| | Diane Osborn | |

J.C. opened the meeting by welcoming everyone and giving apologies from David Thomson who had to cancel his attendance last minute. The group asked D.O. to invite him along to the next meeting.

T.Y. updated the group on the two CCG meetings he had attended. In these meetings Basildon Hospital A & E was discussed. It was looked into how A & E is structured and organised, how many Consultants are available and their shift patterns. Also how many nurses are available and how they are managed. David Thomson is to look into this matter.

T.Y. had raised D.C.'s concern at the CCG meetings regarding Pain Clinic at Orsett Hospital being the furthest clinic from the car park and reception. The Manager of the Pain Clinic is to look into this matter.

D.C. raised concern that Cardiac patients are only seen within 18 weeks if it is a first appointment. Once in the system the appointment times can be a lot longer. T.Y. is to raise this at next CCG meeting.

B.S. informed the group that Clare Panniker is the Chief Executive at Basildon Hospital and asked T.Y. if the CCG are to meet with her.

B.S. also informed the group that CCG Board meetings are held in public and are responsible for Community Services. They assist the NHS in monitoring Basildon Hospital. Anyone can attend these meetings for personal queries.

B.S. said that we are going back to District Nurses to give patient continuity of care. District Nurses would be allocated to Practices instead of referring to central office. This would address the problem of patients having different nurses visiting them each time.

D.B. informed the group that 150 trained nurses from the Philippines are joining Basildon Hospital after Christmas.

T.Y. said that David Thomson thought it would be a good idea to have an action list of concerns raised by the group to take to the meetings.

J.C. thanked T.Y. for his time in attending CCG meetings on the group's behalf.

J.C. asked if it would be possible to set up a support group for Dementia patients and carers. There is a support group in Billericay but all others have been closed. T.Y. said he would put on action list. B.S. said we would look at starting something inhouse.

J.C. raised the question again of a G.P. to be assigned to Care Homes. T.Y. would put on action list.

D.O. asked T.T. if he had looked into past subjects to bring them up to date and he informed the group that he had still to do this and would look into it before the next meeting. He would also contact Vin to enquire if he was able to change the paintings in the Reception area as this had not been done for quite some time.

D.O. informed that the Patient survey is still ongoing and that more would be sent out to the Virtual PPG after Christmas and that J.C. would help give hard copies out to waiting patients in the Reception area.

J.C. closed the meeting and will contact D.O. in the new year to give future dates.