

LANGDON HILLS MEDICAL CENTRE

MINUTES OF PATIENT PARTICIPATION GROUP

27TH JUNE 2014

Present:	Dr B Salako	Julie Coker
	David Coleman	Pam Coleman
	Lesley Street	Trevor Taylor
	Joy Beecham	Diane Osborn
	Dr L Coker-Adekunbi	

J.C. welcomed everyone to the meeting and gave apologies from Geoff and Elizabeth Parker, Tim Young and Christine Dawson.

First item on the agenda was an update on CCG meetings attended by Tim and he had given J.C. his notes to discuss with the group.

With regards to the access to the Pain Management Clinic at Orsett, the CCG were informed that there is a back entrance to this clinic and parking is available there. D.C. pointed out that patients still have to register so the walk is just as far. Also a new Pain Management Department in Basildon Hospital is planned and they will try to ascertain when this should be happening.

The CCG are still pushing Basildon Hospital for details on numbers/nature of Doctor and Nurse staff within A&E and throughout the Hospital. This will enable us to make some comparison with other Trusts nationwide. D.C. said that at night in A&E there is only one Doctor on duty and getting discharged takes a long time. B.S. informed the group that Basildon Hospital is the only hospital in the area that hits targets for seeing patients within 4 hours. Basildon Hospital also has a GP service to triage patients and help discourage them from attending A&E. L.S. commented that information is hard to obtain.

J.C. showed the group a copy of "The Heart of Patient Care" booklet sent out by Tim previously by email and asked if they had all received it. D.C. said he had read the booklet with interest but thinks it is impossible to work, one system will not fit everyone. He thinks there is a logistic problem. OAPs and patients without transport will not be able to get to the Surgeries. It was felt that small local GPs who know their patients well will be wiped out.

It was agreed that this item will be put on the Agenda to discuss at the next meeting with a view for Tim to take to his next CCG meeting.

B.S. was asked to comment on stress within the Practice and is it an issue. He agreed there is a lot of stress in the NHS at present partly due to issues with recruitment of GPs. Since 2004 the Government has taken £10bn out of General Practice. J.C. queried figures for the doctor to patient ratio in the Practice. B.S. replied we have 2 ½ GPs to just under 7,000 patients together with 2 full time trainee Doctors. L.S. said this doesn't seem enough Doctors for patients. B.S. explained that this is calculated on our weighted list which is used by the Government which only allows for 5,000 patients.

Second item on the agenda was regarding Extended Hours. B.S. explained to the group that this service is losing the Practice money and may have to be stopped. D.O. explained that the payment the Practice receives does not cover the wages for the Receptionists and payment to Locum GPs if the Partners are not available. D.O. went on to explain that a meeting was held to discuss the situation with the Partners and Practice Manager and look into the possibility of opening of an evening with the nurse running concurrently but it was felt that this would not help the situation.

The group felt that, although it is not an ideal situation, if the money is not forthcoming then the Practice has no alternative but to stop the Extended Hours. D.O. informed the group that the Partners are to review the situation in September before making a final decision.

The final item on the agenda was Any Other Business. J.C. spoke to the group about Dementia and support for carers. She had spoken to Jo Morrison who would like to come along to speak to the group at the next meeting. The group agreed and D.O. is to ring Jo and arrange.

J.C. had also spoken to the local vicar who has given permission to use an area for coffee and chat.

J.C. asked the question as to what care is available for patients on discharge from hospital. B.S. replied that if a patient seems to be able to cope then no care is offered but if they are struggling then they are sent home with a Care Package. He said the service is very disjointed as the Services work for themselves and are not necessarily connected.

T.T. informed the group that Jason Merle from the Basildon Art Gallery had volunteered to look after the pictures in the waiting area. He hoped the pictures could be changed more often from now on.

B.S. brought to the group's attention the problem we have at 8 o'clock and 3 o'clock every day with people picking children up from the local school and parking in the Doctors and Patients Disabled bays in the car park. Although the group think this is unacceptable they do not know how to resolve the problem. L.S. suggested we should inform the school to ask parents not to abuse the car park but D.O. explained that we had already taken this step to no avail.

T.T. said we should ask Tim to take the matter of Extended Hours to his next CCG meeting to discuss with other Surgeries.

J.C. thanked the members for attending and closed the meeting.

Next Meeting Friday 26th September 2014 at 1.00 p.m.