

LANGDON HILLS MEDICAL CENTRE

MINUTES OF PATIENT PARTICIPATION GROUP MEETING

26TH SEPTEMBER 2014

Present:	Julie Coker	Geoffrey Parker
	Elizabeth Parker	Tim Young
	Lesley Street	George Lee
	Betty Lee	Trevor Taylor
	Joy Beecham	Dr B Salako
	Diane Osborn	

J.C. welcomed everyone to the meeting and gave apologies from David and Pam Coleman for not attending due to illness.

First item on the Agenda is an update of Locality meetings. T.Y. updated the group on recent meetings informing that Extended Hours had been discussed and that this was the responsibility of NHS England. The matter is to be looked into further by Locality.

J.C. thought it seemed easier to obtain an appointment recently and asked D.O. if patients had been complaining. D.O. replied that yes patients are complaining and did not agree with her that appointments are easier to obtain. B.S. said the problem is that there are not enough GPs and that CCG need to put pressure on NHS England to fund for Extended Hours.

G.P. asked if funding is based on the number of patients at the Surgery. B.S. replied that it was but based on weighted list size.

T.Y. told the group that the CCG is still putting pressure on obtaining the information on number of nurses working at the hospital. They are aiming to obtain figures on patient to nurse ratio. The hospital is currently retraining 200 new nurses which will alleviate the problems. CCG have been informed that the figures are available on NHS Choices but T.Y. said he had looked into CQ report but it only mentions the 200 new nurses with no comparisons with other hospitals. T.Y. said he would ask at the next Locality meeting how comparisons can be obtained. B.S. said that Quality & Patient Safety will have this information. T.Y. said he would investigate as to whether nurses are HCAs until qualified.

There is also a problem with not enough Consultants on site but there is an ongoing recruitment drive.

J.C. thanked T.Y. for attending meetings on the group's behalf.

Second on the Agenda is Phlebotomy Service. B.S. informed the group that the Phlebotomy service is now being put out to tender. D.O. handed the group a letter from Paula Saunders asking all Patient Participation groups to answer a questionnaire on their priorities for this service. The questions included:

Service Location
Accessibility
Parking Facilities
Opening Hours
Type of Appointments

The group answered the questions in order of highest and lowest priority and D.O. is to return feedback to Paula by 31st October 2014.

The group agreed unanimously that The Surgery already supply a very good Phlebotomy service and would not like to lose these clinics.

Last on the Agenda is AOB. B.S. explained to the group about the National Programme. This gives money to the CCGs - £5 each patient on the weighted list – which is being used by our CCG for nurses, case management and At Risk patients. The nurses will visit patients on the At Risk register compiled by the Surgery and is due to start from November.

NHS England have money in a Transformation Fund which our CCG are intending to use for web based GPs. There is £800,000 available for all of Essex and CCGs have to bid for their share. There is a pot of money in the Better Care Fund which is being taken out of existing resources such as the Hospital. This we can spend in Primary Care provided we can ensure activity stays in Primary Care. Social Services will work jointly with GPs and hospitals.

B.S. informed the group there is a Dementia Intensive Care Team who GPs can ask for help. It is only a pilot scheme at the moment but hopefully will carry on.

J.C. mentioned the Admiral Nurses who support people with Alzheimers and Dementia but they are only based in Havering and not yet in the Basildon area.

J.C. told the group of her concerns with the price of drugs and how many drugs are wasted. She asked if it would be possible to put the price of the drugs on the packets to help patients realise the cost. T.Y. informed that the CCG are currently doing a project to circulate posters and leaflets to inform people how to manage drugs. B.S. said he thought there may be ethical reasons why prices cannot be displayed on drug packets but T.Y. will take the question to his next meeting.

The question was asked as to whether drugs can be taken back to the Pharmacy and re-used. The answer is a definite no as this could result in safety issues. It could be possible that the drugs have been tampered with in some way and could cause harm to whoever receives them secondhand. G.L. thought that the elderly may worry if they see the price on their drugs and not order their prescriptions. T.Y. to email poster and leaflets the CCG are working on.

L.S. reminded the group that at the last meeting it was agreed to discuss the Heart of Patient Care leaflet. B.S. said this scheme would involve grouping Practices together into Multicentres. Surveys have been carried out and it showed that patients prefer small surgeries as they feel it is a more personal service. T.T. thought that transport would be a problem for some patients if they have to travel to get to a multicentre. This would also be a problem for GPs doing home visits if

their patients are not local. B.S. mentioned that the ambulance service will be cut down to Mid-Essex and should improve. He also said that Basildon hospital has the best A&E in Essex, hitting 4 hour targets 95% of the time. There is a GP service in A&E who triage patients and the turnaround is very quick.

B.S. told the group that Skype consultations are being considered but not sure how this will be funded. G.L. asked what happened to the consideration for Walk-in Surgeries and B.S. answered that as these Surgeries are run by companies and employ only locum GPs it was not working.

D.O. informed the group that Jo Morrison is coming to the next meeting to discuss Dementia and that she will call J.C. with regards to the content with her.

D.O. told the group that the Life Channel in the waiting area is to be taken away and that we can reinstate our own information on screen in due course.

J.C. thanked all the members for coming and closed the meeting.

Next meeting 28th November 2014.