

**LANGDON HILLS MEDICAL CENTRE**

**MINUTES OF PATIENT PARTICIPATION GROUP**

**28<sup>TH</sup> NOVEMBER 2014**

<b>Present:</b>	<b>Julie Coker</b>	<b>Joy Beecham</b>
	<b>Pam Coleman</b>	<b>David Coleman</b>
	<b>Geoff Parker</b>	<b>Elizabeth Parker</b>
	<b>Denise Birkett</b>	<b>Christine Dawson</b>
	<b>Lesley Street</b>	<b>Tim Young</b>
	<b>Trevor Taylor</b>	<b>Dr B Salako</b>
	<b>Diane Osborn</b>	<b>Marguerite Cutting</b>
	<b>Jo Morrison (Home Instead)</b>	

**J.C. welcomed everyone to the meeting along with Jo Morrison from Home Instead who had been invited to give a talk on Dementia.**

**Jo informed the group of the free Dementia workshops she holds locally for staff, family and carers which are privately funded. Additionally, group meetings called Dementia Friends are also held and these are Government funded lasting 45 minutes to an hour duration. Friends and relatives are invited to attend these meetings to be specifically trained to understand the condition thus enabling Dementia sufferers to be cared for in their own homes. Volunteers are also on hand to provide short respite periods to the carers themselves. Jo informed that Home Instead are in contact with DIST and the Memory Team and B.S. asked if they could be linked with the Crisis Team. J.M. said she would contact Carmel. The group agreed that it would be beneficial if one of these sessions could be held here at the Surgery, maybe in the new year.**

**J.M. asked if an information pack could be given out to Dementia patients attending the Surgery by the GP giving details of help and workshops available. B.S. said these would have to be vetted for content but could be looked into.**

**T.Y. updated the group on his recent CCG meetings in particular the question of nurse to patient ratio in Basildon hospital. He circulated letters to the group written to and replies received from Lisa (Chief Nurse) at Basildon hospital. The group were all in agreement to the points that were raised and approved his response back. It has also come to light that Basildon hospital are at present training nurses from overseas who want to gain experience but intend to work in London hospitals in the future for higher wages.**

**T.Y. informed that a Pain Management clinic may be opening in Basildon hospital and in addition a clinic in the community. He will keep us updated.**

**The group raised their concerns over the new housing developments intended for Basildon increasing the population and the increasing pressure it will have on the hospital. J.C. asked if we have an obligation to voice our concerns to our MP. T.Y. replied that other surgeries have already done so.**

It was also noted that Basildon hospital has been on Black Alert in recent months emphasising that staff are struggling to cope with the high level of demand.

It was considered if we should invite back our MP Stephen Metcalfe but D.B. thought that it would be more beneficial to ask Clare Panicker instead. B.S. thought that she has no obligation to attend our meetings and to invite Tom Abell. D.O. to invite to a future meeting.

D.O. informed the group that the Practice has started their Friends and Family Survey and explained how this is to work. This is a Government initiative and all GP surgeries/hospitals are taking part. Patients are asked to reply to one simple question consisting of how likely they would be to recommend our Surgery to friends and family. A ballot box is situated in the waiting room along with a single sheet questionnaire. Patients will be encouraged to participate when attending the Surgery. The questionnaire is also available on our website if patients prefer.

The PPG discussed the implementation of Electronic Prescribing to the Practice and it was agreed that this would be of benefit to our patients and that the Practice should go ahead.

The recent Practice survey results were discussed as follows:

- Parking problems
- Lack of appointments
- Telephone access

The Group were in agreement that this was a common experience by most Surgeries and the Practice Manager promised to look into resolving these issues to update at future meetings.

B.S. informed the group that our HCA, Petula, is currently off sick and so the blood clinics have ceased temporarily until her return. G.P. informed that Basildon Blood clinic now opens at 7.00a.m.

B.S. informed we have new doctors joining the Practice in the new year along with a new Partner.

J.C. thanked everyone for coming to the meeting and wished them all a Happy Christmas. She would let D.O. have dates for the new year.