

LANGDON HILLS MEDICAL CENTRE
MINUTES OF PATIENT PARTICIPATION GROUP

20TH FEBRUARY 2015

Present:	Dr B Salako	Julie Coker
	Joyce Beecham	Geoffrey Parker
	Elizabeth Parker	Lesley Street
	Tim Young	Christine Dawson
	Denise Birkett	Diane Osborn
	Marguerite Cutting	Tom Abell
	Jeanette Hewcey	

Apologies from George and Betty Lee and David and Pam Coleman.

J.C. welcomed everyone to the meeting and introduced Tom Abell, Chief Officer Basildon & Brentwood CCG.

Tom explained the workings of the CCG. CCGs started 2 years ago and took over from the PCT. The Government give CCGs an amount of money to fund NHS services and manage services i.e. Basildon Hospital. The CCG are not responsible for Primary Care as this is the responsibility of NHS England.

CCG boards are made up of local GPs and are considering changing their objectives to take some responsibility for Primary Care. Their aims would include General Practice support and Specialist Pathways.

The CCG faces many challenges for next year including funding issues. Current services will need to be re-assessed and changed if necessary in order to balance the books.

The question of A&E and the lack of beds was discussed. Due to the lack of Community Care patients cannot be discharged from hospital compounding the shortage of hospital beds. Tom informed that the CCG is aiming, by 2016, to bring back Community Services into GP Surgeries. CCGs are currently talking to the Government regarding the allocation of more funding to enable this to happen. They are also in talks with Essex County Council.

J.C. asked if the upcoming election will have any effect on these aims. Tom replied that, in his opinion, none of the political parties are likely to cut NHS funding and that Labour and Conservatives are in favour of integration in Health & Social Care.

L.S. asked for advice on the best way to give feedback on hospital experiences. D.B. said patients are given a sheet to complete on discharge. Tom referred to PALS, NHS Choices, CCG or HealthWatch (which was taken over from LINKS) as a form of feedback but he would take the question away for consideration.

Tom informed the group of the plan to support Practices with 7 day GP access where GP Surgeries would work together to provide services. The Surgeries would take it in turns to be open at weekends. They are working towards offering more phlebotomy and diagnostic services e.g. Ultrasound. He thought it beneficial for all PPGs to discuss this matter as currently there are not enough GPs to enable Practices to open all week. He stated that all Surgeries need to work together.

J.C. thanked Tom for attending our meeting.

J.C. welcomed Jeanette Hewcey, Director UCI Change Solutions Ltd to the meeting. Jeanette had come along to the meeting to introduce the group to Web Based GP.

The system would enable patients to access an advice line through the Practice Website. Patients need to fill out a simple online questionnaire and find their health condition from a drop down box. Advice might be given for the patient to contact a Pharmacy, 111 or even go to A&E for certain symptoms. However, should a patient request advice from their own GP a task will be sent to the Surgery detailing this and the patient will be contacted by the end of the next working day.

The group had a few reservations about this service, one of them being the extra workload for the Surgery. Surgery staff will have to be pro-active in actioning the tasks and making sure that patients are contacted within the relevant timeframe. The other reservation being that patients could be encouraged to self-diagnose and therefore be in danger of their true diagnosis being missed.

J.C. thanked Jeanette for attending the meeting.

J.C. brought to the group's attention a PPG Awareness campaign taking place in June and is keen that the local community is made aware. The group agreed that not enough people know about PPGs and the work they do and are very interested in spreading awareness to more people. J.B. said she knows a young mum who is interested in joining the group and D.O. encouraged J.B. to bring her along to our next meeting. She also said she knows of others who would be interested but may not be able to attend meetings and D.O. said she should make them aware of our Virtual PPG whereby they can still take part in discussions etc.

J.C. raised her concerns at the proposed building of 6,000 new homes at Dunton Garden Suburb and the pressure this will put on local roads, schools and GP Surgeries. She asked if the members would be agreeable to her writing a letter on behalf of the group voicing concerns. L.S. pointed out that the letter should not be written too negatively but should ask what other options are available. J.C. agreed and a letter will be written.

J.C. thanked everyone for attending and closed the meeting. Next meeting Friday 17th April 2015.