

**LANGDON HILLS MEDICAL CENTRE**

**MINUTES OF PATIENT PARTICIPATION GROUP**

**26<sup>TH</sup> JUNE 2015**

<b>Present:</b>	<b>Dr B Salako</b>	<b>Pam Coleman</b>
	<b>David Coleman</b>	<b>Denise Birkett</b>
	<b>George Lee</b>	<b>Betty Lee</b>
	<b>Elizabeth Parker</b>	<b>Geoff Parker</b>
	<b>Joy Beecham</b>	<b>Diane Osborn</b>
	<b>Marguerite Cutting</b>	<b>Jo Harvey (Project Co-Ordinator)</b>

Apologies were received from Julie, Tim and Lesley for non-attendance.

Marguerite welcomed Jo Harvey, Project Co-Ordinator and representative of BB Healthcare Solutions, to the meeting. Jo explained to the group about the forthcoming Hub Clinics for Out Of Hours. There are 15 Practices in the Federation, 9 in Basildon and 6 in Billericay, who will be providing extended appointment access for all patients. In all there were 167 applicants who put forward business cases and only 37 were successful. This extended access will be between the hours of 6.30 p.m. and 8.00 p.m. Monday to Friday and 8.00 a.m. to 8.00 p.m. weekends and Bank Holidays. The Hub Clinic will be held at a different member Practice on a 3 month rotation. Out of hours patients should ring their normal GP telephone number and they will be automatically diverted to one of the Hub Clinics and an appointment booked.

Full Surgery services will be offered e.g. ear syringe, child immunisations, smears, travel vaccinations, medication reviews, prescriptions, blood tests etc. B.L. asked what facilities there would be to get to Surgeries if you are disabled etc. Jo explained that these Surgeries will be more convenient to get as they will be held in local Surgeries rather than Basildon Hospital as they are at present. Also there will be no parking fees.

These Surgeries will consist of GPs, Nurses, HCAs, District Nurses, midwives and appointments will be available for all. One of the member Practice GPs will be on duty and will not be run by Locum GPs.

D.B. asked when staff recruiting will begin. Jo replied that staff from within Practices will be approached first and then, if necessary, external recruiting will take place.

D.C. asked how patients will be informed of this new service. Jo explained that this will be partly through the Practices by means of Communication, Online, poster/flyers/leaflets and on repeat prescriptions. It will also be advertised in local newspapers and through flyers.

G.L. asked how the other Surgeries would access Patient Records. Jo replied that all Surgeries use SystmOne and with the use of Smartcards Out of Hours Clinicians will be able to access the patient

records if necessary. All patients will be checked with security questions and asked if they are happy for their records to be shared.

This service is due to start on 15<sup>th</sup> July 2015 subject to Company Registration acceptance.

Marguerite thanked Jo for attending.

In the absence of Tim and Lesley, Dr Salako updated the group on previous SEMC Meetings. He explained the CCG finances are overdrawn and over budget on Prescribing. There is a lot of wastage on prescribing of liquid foods and these are now monitored under the guidance of a Dietitian.

There is a new drug to replace Warfarin which will take away the need for blood tests. This drug has been tested and deemed to be safe. However, this drug is not to be used for patients with Kidney problems.

Paracetamol will no longer be available on prescription.

D.O. thanked the members of the group who participated in the PPG Awareness Week. D.B. reported that herself and Lesley spoke to people outside the Surgery on the Monday morning and was surprised that the car park was empty as the school was not open that day. As the car park is normally full at this time this obviously means that the vast majority of cars in the car park are from parents and teachers at the school. M.C. said that we still have a problem with parents parking in the disabled and doctors' spaces and that although she has spoken to the Head Teacher nothing has changed.

D.B. also reported that a lot of patients are not aware of the PPG and what it is about. Julie had already spoken to D.O. about her findings and that she had recruited a young mum to the group. She had obtained a number of comments and had given them to Tim to take to his meetings. In their absence D.O. is not aware of the contents of these comments.

G.P. informed the group that he was having trouble with Electronic Prescriptions as the Pharmacy could not find his that had been sent over. M.C. said she will speak to the Pharmacist in question and invite him to our next meeting.

B.L. asked D.O. to minute her appreciation for the work done by Dr Adenaike to all members of her family including herself, husband, children and grandchildren.

D.C. asked when attending Outpatient Doctors' appointments at the Hospital why it is not possible to get a normal prescription as waiting times at the Hospital Pharmacy are always very long. B.S. explained that Hospitals deal with certain suppliers but that he would ask Tim to bring the matter up at the next CCG meeting. It was explained that when patients bring their hospital prescription into the Surgery it is then paid for twice by us and the hospital. Also the hospitals are not happy for us to prescribe certain medications. B.L. commented that the Hospital Pharmacists are understaffed as they are dealing with inpatient requests too.

With no Other Business Marguerite thanked the members for attending and closed the meeting.

Next meeting 18<sup>th</sup> September 2015 at 1.00 p.m.