

LANGDON HILLS MEDICAL CENTRE

MINUTES OF PATIENT PARTICIPATION GROUP

18TH SEPTEMBER 2015

Present:	Julie Coker	Tim Young
	Joy Beecham	Christine Dawson
	Lesley Hawkes	Pam Coleman
	David Coleman	Geoffrey Parker
	Elizabeth Parker	Trevor Taylor
	Lesley Street	Dr B Salako
	Dr R Teatino	Dr G Arora
	Dr D Seyoum	Diane Osborn
	Ajameet Dhadyalla (Pharmacist)	

J.C. opened the meeting and gave apologies on behalf of Jo Seret who is a new member but could not attend today. J.C. introduced new member Lesley Hawkes who, along with Jo, was recruited during the recent PPG Awareness Week.

D.O. introduced Dr Raphael Teatino (new GP partner) and Dr Gita Arora (new salaried GP) to the Group.

Due to J.C. being absent from the last meeting she updated the Group on her findings during the PPG Awareness Week. She was surprised to learn that not very many patients were actually aware that PPGs existed or the work they undertook on behalf of the Surgeries. A large number of patients expressed their interest and were grateful for the information.

J.C. asked for an update regarding the new Hub Clinic and B.S. explained to the Group that CQC approval is required before commencement. Hopefully this should be by the beginning of October. He explained briefly the process of Surgeries opening and the way in which the Hub will function. B.S. informed that GP Practice funding is falling and J.C. asked if it would help if the Group wrote to our MP voicing our concerns. The members agreed and T.Y. said he would take this matter to the next PEG meeting. It was decided that the Group would invite our MP to a future meeting.

J.C. welcomed Ajameet, Pharmacist at Co-Operative Pharmacy, Kibcaps who had been invited to the meeting at the Group's request. Aj informed the group that the Pharmacy had now changed its name to Well Pharmacy.

G.P. explained that he had wanted Aj to attend as he was experiencing problems with the new electronic prescribing system. Aj explained that the problem he had experienced was linked to his request for 6 monthly prescriptions but this had now been rectified. G.P. asked how patients will know when the prescriptions have run out and Aj said the Pharmacy should inform the patient at the time the last 6 month prescription is dispensed.

T.T. stated that it would be a good idea to clarify on the Website how electronic prescribing works. T.Y. said if the group had any questions he could take them to next PEG meeting.

J.B. said she was still having problems with her repeat prescriptions due to her medications changing month to month. Aj said he will look into her case and try to help with her situation.

J.C. asked if there was anything that the group could do to help promote Electronic Prescribing to make patients aware that the system is in place. D.O. informed that posters are in waiting area and the Receptionists bring the system to patients' attention. J.C. thought it would be advantageous to give out leaflets in waiting area and offered her time. T.Y. said he would ask at the next PEG meeting for more information/posters.

D.C. also raised his concerns as his medication changes month on month and T.T. offered that he should use the Online system to order his prescriptions and use the comments box to bring attention to any medication changes needed. The prescription would then be picked up by the Doctors who could change as necessary and send electronically.

G.A. and R.T. explained why not all medications are put on prescriptions repeat as sometimes GPs need to monitor how a patient reacts to certain medications before they deem it safe or appropriate for that medication to be freely prescribed to them.

J.C. thanked Aj for coming along to the meeting.

J.C. showed the group a newspaper article stating that Southend are to pilot a new GP service for Care Homes in which an additional service at an existing Surgery would focus entirely on Care Home patients. The members expressed their interest as this matter had been discussed at a previous meeting but had been deemed not viable in Basildon due to lack of funding. G.A. informed the group that she had started a Ward Round at our Care Home, Oaklands, every Thursday afternoon whereby patients are seen on a regular basis and problems addressed. The group praised G.A. and all agreed that, in their opinion, this is a wonderful Surgery and they are very lucky to have such caring Doctors.

T.Y. updated the Group on his previous attendance at PEG meetings and issues discussed. He informed everyone of the following:

- Accountable Care Organisation (known as Fit For The Future) which is to merge Healthcare Commissioning and Social Care. It has been agreed that this is a good idea in principle but there are problems with Social Care and Medical Care. He highlighted some potential problems surrounding this proposal but stated that these were being addressed.
- There are concerns over CONNECT which is a Physiotherapy provider. There has been difficulty with the allocation of appointments as CONNECT claims they were not given the correct details of patient demand and they have also experienced staffing problems.

- Review of non-emergency transport. There has been a reduction of 2 providers to 1. D.C. commented that transport at Basildon hospital is appalling. He informed that he has witnessed patients waiting more than 2 hours for transport home.
- T.Y. informed that there is to be a patient event on 15th October 2015 in Basildon to meet the new Chief Officer to Basildon Hospital.
- T.Y. stating that there will be a new Phlebotomy Service providing additional locations and earlier starting times. Surgeries will no longer be providing Phlebotomy services. B.S. confirmed this is the case. Online booking for Phlebotomy clinics will be starting soon but walk-in clinics would still be available.
- Basildon Hospital has a new Boots Pharmacy for patients.
- T.Y. mentioned that the problem of increased referrals had been brought up at his last PEG meeting. B.S. said that referrals have to be made for good practice. Patients' expectations in the Langdon Hills area is very high and if these expectations are not met they will go to A&E. B.S. explained that the Surgery holds a meeting every week to discuss all inhouse GP referrals.
- T.Y. informed the Group of recent ambulance performance figures as follows:

Reaching 75% of Red 1 calls within 8 minutes fallen to 72.5% (from 85.95%) in 3 months since April.

Reaching 75% of Red calls within 8 minutes fallen to 62.25% (from 75.36%) in same period

Providing a transportable resource for 95% of Red 1 and Red 2 calls within 19 minutes of request fallen from 97.99% to 96.22% in same period.

Record level of A/E attendance during summer. (15% directed to GP)
- T.Y. mentioned that the PRG should be re-elected every 18 months but if members are attending they are free to carry on and the members who do not attend are contacted to ask if they still wish to do so.

T.T. brought up the subject of the T.V. in the waiting area and if the Life Channel has yet been taken away. D.O. confirmed that it had not been taken as of yet. The group thought that we should go ahead and put our information back onto the T.V. in light of this. D.O. and L.S. raised concerns that with only powerpoints on the T.V. there would be no background noise to deflect patients' attention away from conversations at Reception. T.T. would liaise with D.O. at a later date.

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

Next meeting Friday 20th November 2015 at 1.00p.m.