

## **LOUGHTON HEALTH CENTRE**

### **PATIENTS GROUP (PG)**

**Minutes of Meeting held at Loughton Health Centre on Wednesday 25<sup>th</sup> September 2013 at 7pm**

**PRESENT:** Dr H U Khan, Dr P Prashner, Janice Wheatley, Elizabeth Prashner, Pat Prichard, Mary Baker, Carol Barrell, Helen Reynolds, Heather Murray, Ken Hearn, John Lindsey

**ABSENT:** Apologies were received from Sheema Sherman, Anne Harrison, Gary Crawford, David Linnell

**GUEST:** Dr Kamal Bishai (Vice Chair West Essex CCG)

#### **1. Matters Arising**

(a) **PLP** spoke to Emma Bryer concerning the Seminars she was willing to arrange for Carers of patients with dementia. No one had contacted her. She was still willing to provide this service. **HUK** agreed that an item about this service could go into the Patient Booklet. **HUK** also commented that dementia patients get referred to Dr Z Walker at the Memory Clinic, and then if necessary referred on to Social Services.

(b) **PLP** had received no feedback from Paschal Kane (from Essex Coalition of Disabled People) following his presentation at the last **PG Meeting**.

**2. PLP** welcomed Janice Wheatley LHC's new Practice Manager to the PG Meeting. Janice gave a brief summary of her previous experience as a Practice Manager in Hertfordshire for 7 years. She did comment that there were differences in the ways things were run in Hertfordshire.

**3. JW** had attended a meeting with **KH** arranged by West Essex Clinical Commissioning Group (CCG) for Practice Managers and patients of West Essex Practices. **KH** commented that the meeting was poorly attended but they were made very welcome. He also said that the big difference in the structure of the organisation as compared with the previous structure was that GPs were now in charge but that many of the Managers/Administration staff had not changed. He also commented that patients within West Essex could attend CCG meetings and put forward questions at those meetings.

**4. JW** has to prepare a Patient Questionnaire. The Questionnaire needs to pose questions that might reflect how the Practice might improve the service it offers and also enable patients to make negative comments about how the Practice is run. The completed Questionnaires need to be submitted to the required authority in March 2014. It was suggested that **KH, CB,**

**MB, PLP and PP** attend a mini meeting in November to discuss the wording of the Questionnaire. The results of the Questionnaire would be discussed at the next **PG Meeting** in January.

**5. JW** said they were now making appointments for 'Flu jabs in October (this was being advertised). Also patients who are either 70 or 79 years of age can now have a new shingles vaccination (not at the same time as the 'flu jab). Currently there is a shortage of this vaccine which costs approximately £100 a shot.

**6. JW** gave out a Questionnaire from NHS West Essex Clinical Commissioning Group entitled 'My Health, My Future and My Say' - your healthcare over the next ten years. It is hoped that patients will complete the Questionnaire which will help CCG devise plans for healthcare over the next ten years.

**7. Dr K Bishai** (Vice Chair West Essex CCG) said that the current Government thought there was a need for change in the NHS. GPs would be managing a large part of the NHS budget. West Essex CCG have a shrinking budget and were in charge of purchasing much of the secondary care while NHS England would operate and procure specialised services. The aim of the CCG (over the next 5-10 years) is to have an affordable service providing better and more appropriate care. He said that there would be a strong emphasis on preventative care, with a particular emphasis on life style changes. There would also be an emphasis on care of the elderly (particularly the frail) where in many instances care could be provided in their home rather than in hospital. There would be closer links with Social Services and the CCG budget for the elderly was being shared with Social Services. He also commented on the Rapid Assessment Centre at St. Margaret's where an elderly patient could be referred by the GP. They would be seen the same day and all necessary examinations and investigations would be performed on that day. They could then be sent home with treatment the same day or admitted to PAH as appropriate.

**8. HUK** reported that he was very sad to say that Dr D Lukey was retiring on the 30th November 2013. As from the 1st December 2013 he himself would only be working part-time.

**9.** There was discussion about treatments being provided near home or at Centres of Excellence. **HUK** said that there have been massive improvements in outcomes for patients treated in Centres of Excellence. Also there was now only a 2 week wait for an OP appointment for patients suspected of having cancer. He also commented that the only way to cut A&E attendances was to have surgeries open longer, may be from 8am to 8pm, 7 days a week and for GPs to deal with minor ailments instead of clogging up A&Es.

**10. PLP** said the Care Quality Commission would like feedback from Patients Groups. **PLP** felt that until there was more understanding as to how they CQC worked and until LHC had its inspection he would leave the matter in abeyance.

**11.** It was agreed not to renew membership of **NAPP**.

**12. Sheema Sherman (PG member)** who was unable to attend the **PG Meeting** was very concerned. She quotes 'The General Extraction (GPES) will consolidate NHS patient records sent to a data base by GPs around the country. The records will contain details of

medical conditions, as well as 'identifiable' information such as NHS number, postcode and DOB'. She wondered if this contravened the Data Information Act. No one could give an answer but Dr. Bishai would look into the matter.

**13. KH** said that he thought the excellent LHC Phlebotomist might be moved elsewhere. All members present very much hoped this would not be the case. This would be looked into.

**14. KH** thanked **Dr Bishai** for coming to our meeting and also thanked **Dr Khan**.

**Date of next meeting: Additional Meeting Wednesday 27th November at 7pm.**

**All Members - Wednesday 15th January 2014 at 7pm**