

Patient Reference Group Meeting

Minutes

Meeting held on Wednesday 3rd September 2014

Attendees:

Tess Burchett: Chair

Daryl Laws: Practice Manager

Pauline Anniss: Group Secretary

Dr Richard Emond GP

Derek Cooper

Teresa Edwards

Marianne O'Sullivan

Gail Anspack

Rachel Lee

Apologies:

None

Tess welcomed everyone to the meeting.

Matters arising from previous minutes: None

Basildon & Brentwood Clinical Commissioning Group Update: The five year plan re services in our area is now available and DL will e-mail it to each member. It is a 40 page colour document. One of the headlines in the report is the issue of improved access to GP's practices. A new development which is being piloted in London is to enable patients to e-mail their GP's. This is part of the movement towards encouraging patients to use different pathways, e.g pharmacists, using symptom checklists etc. GP's are under increased pressure. They are dealing with many more elderly patients, more patients with chronic disease, heart failure and diabetes etc. As none of us have yet read the plan, we will discuss it at the next meeting.

Patient Reference Group Page on website: Rachel's overview and the minutes of the last meeting have now been downloaded on to the PRG page.

Flu: There will be 3 all day clinics by appointment only on 27/9, 11/10 and 25/10 in addition to normal appointments. You have to be over 65 or have a long term condition.

Patient Transport: The costs have now been printed up by Derek, following his research. They will be put on the PRG page and displayed in the surgery.

Blood Pressure Monitoring: More people are using it as the doctors are requesting patients to use it and a sign will be attached to the new “check in” machine.

AOB: Daryl will contact Sarah at Anglo European about potential new young members for the PRG.

Telephone responses in the surgery are reported to have improved.

Basildon Hospital is now out of special measures and had good/outstanding results on a CQC inspection. The A & E department is still having problems.

Next meetings: Wednesday 12th November 2014 at 7pm (apologies from Derek) and Wednesday 14th January 2015 (apologies from Gail)