

MINUTES OF A MEETING OF LISTER MEDICAL CENTRE PATIENT SUPPORT GROUP

AT ST. JAMES CHURCH ON WEDNESDAY 11TH FEBRUARY 2015 AT 12 NOON.

PRESENT:

Officers: Brian Cooper (Chairman), Sheila Smith (Fund Raiser and Caterer) and Moyna Strowman (Secretary). Members: Stan Batho; Eddie and Margery Collier; Barbara Foster; Brenda Gray; Harry Harrison; Marlene Heinecker; Margaret Remfry; Patricia Robey; David and Lillian Swallow; David Wheeler. Surgery Representatives: Doctor Roberts; Tracy May (Practice Manager); Mel Ansell (Business Development Manager); Pauline Dawes (Reception Manager); David Rayner (I.T. Lead); Alison Gamblin (Lead Practice Nurse).

Light refreshments were available.

1. The Chairman welcomed everyone and thanked them for coming.
2. Apologies were received from Christine Lockwood and Lin Merrell.
3. The Minutes of the meeting held on the 23rd September 2014 had been circulated before this Meeting. There were no amendments and the minutes were signed by the Chairman as a true record.
4. Matters arising: The Chairman reported the events leading to his addressing the Planning Committee of Harlow Council on 15th January 2015 along with the Architects and Harlow Health Centres Trust when planning permission was granted. He had been reassured that some of the difficulties holding up progress had been removed and it was likely that we, as a Group, would be brought into discussions with the Trust and the Architects from now on. Election of officers had taken place at the last meeting of the Harlow and District Health Care Forum and Brian had been elected a Treasurer. The next meeting is at Latton Bush Centre at 6.30p.m. on 18th March 2015 (all citizens of Harlow are welcome to attend). The Bus service at Princess Alexandra Hospital had been discussed by the Forum with a representative of Robert Halfon (our local Member of Parliament who had indicated he was supportive) the County Council, County Council and Aviva with promising results. Further meetings are to take place shortly. The Urgent and Ambulatory Care Users Group also had become involved along with the Patient Panel at the Hospital.
5. Chairman's and Treasurer's reports: The Treasurer indicated that there was nothing to report save that the accounts will be available for inspection at the A.G.M on the 6th May 2015. Brian indicated that on the 27th February 2015 there will be an all-day conference at the Leisure Zone (10am to 4pm) organised by the Patient Panel. Various representatives of the Hospital, including the Chief Executive, and the Catering Manager, have been invited to answer patient's issues. Anyone wishing to attend must let Brian have their details before leaving the meeting as entry to the conference free but it is by ticket only, obtained through him (there will be a light lunch provided). Brian said he had attended the last meeting of the Ambulatory Care Group on the 6th February. The Group had merged with Medical so that it deals with all aspects of treatment at the Hospital. Many A. & E. improvements had been made, including, a new children's assessment unit, 8 new curtained cubicles with 2 seating areas, occupying the space vacated by the old children's unit. Over the Winter period a G.P (from our local practices) attend A. & E 10am to 11pm to assess, treat or refer

patients to their own G.P, with the facility (agreed by all the practices in the town along with the Commissioning Group) to make appointments with a G.P. (3 slots allocated by each practice for this). It hoped this will continue beyond the current period. A substantial percentage of patients attending A. & E. are assessed within 15 minutes. Also they are determined to comply with Government targets which they believe keep everyone on their toes. 2 volunteers have been employed to work in A. & E. in a strictly non-medical capacity to deal with tasks that allow nurses to get on with their job (this will be reviewed to see how effective this will be). If anyone would like an issue to be raised at one of these meetings please contact me.

6. Fund Raiser's Report: There was nothing to report.

7. Mel Ansell was introduced and she (with the help of David Rayner with screen and projector) gave details of the Patient Survey (full statistical information may be obtained from the Chairman). It appeared there was a mixed bag of results this year. Mel, Doctor Roberts, Tracy and Pauline Dawes answered Members questions. There was a consensus that the sample was too small and some of the questions inappropriate. Also there was no indication as to why a particular answer was given so that any area of dissatisfaction could not be followed up. Mel said she would look into these issues and would try to improve the system for next year. Where there had been a dip in satisfaction levels as compared with last year, these will be addressed but increasing the number of Doctors and improving the environment at the surgery will not be possible until we have the new practice. A disappointing result was the lack of interest in joining a patient support group (apparently a National trait). During the meeting Mrs. Gray raised a question with Dr. Roberts. She was dissatisfied with the answer she obtained and left the meeting having been asked to discuss the matter on another occasion in private. Mel said that a contract had been made with a new telephone supplier. When settled in, the new system will be all landline. The Chairman thanked, Mel and David for their presentation and Dr. Roberts, Tracy and Pauline for their assistance.

8. Practice Report. Tracy had nothing further to report beyond that which had already been discussed. She introduced Alison Gamblin, who demonstrated the spirometer calibration syringe, and explained the importance of its use. Tracy thanked the Group for purchasing this piece of equipment for the benefit of patients of the Practice.

9. Subjects for speakers: Early onset of Alzheimer's and/or someone from A. & E.

10. There being no other business the meeting closed at 1.35pm.

11. Dates for future Wednesday meetings: 6th May 2015 (Annual General Meeting), 15th July 2015, 14th October 2015 and 10th February 2016. Unless otherwise notified, these meetings will commence at 12 noon.

Chairman /Treasurer: Brian Cooper, 28, Deer Park, Harlow, Essex CM19 4LD Tel: 01279 430637.

Fund Raiser/Caterer: Sheila Smith, 58, Brooklane Field, Harlow, Essex CM18 7AT Tel: 01279 432838

Secretary: Moyna Strowman, 38, Peterswood, Harlow, Essex CM18 7RL Tel: 01279 432515.