

**Patient Participation Meeting**  
**Minutes of meeting**  
**4<sup>th</sup> December 2017**

**Attendees:**

Michelle Kenward –Chair Practice Manager  
Kenneth Saxby – Minutes – Hankham  
Charlotte Backler –Deputy Practice Manager

Anne – Westham	Lin- Pevensey Bay
Bernie – Langney	Yvonne – Stone Cross
Fred – Westham	Neal – Langney
Sue – Westham	

**Apologies for absence:**

Carol – Peveensey Bay  
Jane Goudge – Hankham

**Minutes**

Previous meeting 22<sup>nd</sup> June 2017 minutes approved. No Actions.

Michelle opened the meeting by welcoming our new member Neal.

**Phlebotomy**

Phillipa is reducing her hours and the Practice is therefore in process of recruiting a part-time Phlebotomist for 7.5 hours per week. ***Since meeting practice has successfully recruited another part time phlebotomist called Julia, Julia is starting in January 2018 and will be working at Pevensey Bay Tuesday morning's and Westham Wednesday mornings.***

**Recruitment**

The surgery is currently advertising for another full time apprentice to join the admin team.

The surgery continues to try and recruit another GP and have put in an application to be considered being part of a campaign to recruit European doctors.

Discussions are also in progress with the Federation as to practices working more closely together and sharing services such as the extended hours.

The new housing development which is increasing our patient list has resulted in each doctor in the practice having a case load of approximately 2,500 patients each when previously it was around 1,750.

The impact of new housing was discussed. Last month there were 300 new applicants joining the practice. This has led to the very difficult decision of asking all patients moving outside the catchment area to register with another GP practice.

### **Westham and Pevensey Bay surgeries**

Westham will be closed Thursday 4<sup>th</sup> and 5<sup>th</sup> January 2018 all rooms at Westham to have new carpets and some redecoration.

Pevensey Bay Surgery will be close Friday 12<sup>th</sup> January 2018. The Clinical Rooms at Pevensey Bay will be fitted with special medical flooring.

### **Online services**

The question of online services was also discussed. The target is for 20% of patients to be using online services in the practice.

The extent of members present using the new system was variable. Members are offered individual help by Joni if they are having continued issues with online services.

Michelle informed PPG that the surgery will be fitted with WIFI in the future.

### **National shortage of immunisations**

Michelle informed the PPG that there is a national shortage of immunisations for pneumonia, Hep B and Hep A.

### **PPG Forum**

Yvonne feedback from PPG Forum.

### **Locality Link worker**

It was agreed to invite Julie Tremlin to our next meeting on 5<sup>th</sup> March 2018, for her to update us on her role as our community Link worker. Charlotte to invite Julie to next meeting. **(ACTION CB)**

### **Diabetes**

Fred asked about diabetes patients. Michelle explained that we are in the process of radically changing our patients care with regard to managing

their long term conditions. The aim of the practice is to invite the patients in for an annual review of all conditions not separate appointments for each one. Most importantly we want patients to have time at their appointments to not only discuss aspects of their health which we want to help improve but also to discuss concerns that they are worried about with regards to their health. Here at the surgery we want to empower patients to improve their health.

**Date of next meeting:** 5th March 2018.

**NB: Members to note the meeting is scheduled for 1.5 hrs**