

Patient Participation Meeting
Minutes of meeting
5th March 2018

Attendees:

Michelle Kenward –Practice Manager - Chair
Charlotte Backler – Deputy Practice Manager - Minutes

Anne – Westham	Lin- Pevensey Bay
Yvonne – Stone Cross	Jane –Hankham
Fred – Westham	Kenneth –Hankham
Sue – Westham	

Apologies for absence:

Bernie - Langney	Denise - Langney
Carol – Pevensey Bay	Neal –Langney
Pam – Pevensey Bay	

Guest:

Nigel Brown – Paramedic Practitioner
Tracey Tucker – Reception lead

Minutes

Previous meeting 4th December 2017 minutes approved.

Actions

Julie Tremlin Locality link work will be attending next meeting on Thursday 7th June 2018 to update the group on her role.

Badges

Michelle was delighted to inform the group that all staff has now been provided with name badges. The reception team have also been re trained to state their name when answering the telephone.

Meds Management

The group discussed the on-going Antibiotic scheme that Meds management are undertaking. Michelle advised that people often think the reason for Doctors, Nurse and Paramedic Practitioner not prescribing antibiotics is a cost issue. She explained this is not the case and that it is because we are becoming resistant to Antibiotics. The group discussed how we can help with this scheme. It was agreed that we will add to the upcoming newsletter, use MJOG our text messaging service and use our new TV screen that we are getting in April.

ACTION CB/MK

Antibiotics

Fred asked Michelle the reason why antibiotics are sometimes changed half way through a course. Michelle informed that this is sometimes needed as we will receive the results from

the lab and the antibiotics that were first prescribed are not always the antibiotics that will help with the infection.

Nigel - Paramedic practitioner

Nigel attended the PPG meeting to introduce himself. He will be working at the practice on a Monday, Thursday and Friday. He will be helping with the Home visits and the urgent clinics.

Tracey

Michelle discussed that Tracey has been appointed as Reception lead. She will be helping Michelle and Charlotte with the running of the surgery. Tracey has been with the practice for over 10 years and it very much looking forward to her new role.

Federation update

Michelle and GP's attended Federation meeting. A discussion took place regarding joining up with other practices to become a super surgery to allow practice to become more stable. Michelle with discuss further with the group in June after we have attended the next meeting. **ACTION MK**

Research

Charlotte discussed with the group that the practice will be joining a research programme so we are able to undertake some research within the practice. Charlotte and Dr Rajap will be attending a Meeting on Wednesday 14th March 2018. Charlotte to report back to the group at next meeting. **ACTION CB**

Contact details

A discussion took place regarding the practice running a scheme to make sure we have everybody's updated contact details. This will be added to the upcoming newsletter to advise patient to keep us updated of new change of address, mobile numbers etc.

Medical Students

It was reported that a PPG member was asked by a GP partner to meet with Medical students. The PPG member felt the medical student was asking probing questions regarding the surgery. CB to discuss with GP. **ACTION CB**

Dr Elham

Dr Elham will be shortly taking her final exams. We hope that she will join the practice.

PPG forum

Yvonne reported she had attended the PPG forum on the 9th January 2018. It was discussed that Yvonne will be happy to attend these meeting on the PPG's behalf. Yvonne will forward on the meeting minutes to Charlotte and Charlotte will circulate to the other members. **ACTION YF/CB**

East Sussex Hospitals Trust Public Forum

Yvonne discussed that she had attended the Public forum and that is was very good. She will report back to the group after the meetings.

Walk in Centre + New 111 service

Yvonne informed the group that there will be a walk in centre creating outside of A+E at Eastbourne DGH, to help with the pressure on A+E.

It was discussed that there will be a new 111 service the service will be called assess and complete.

Flu Sept 2018

Michelle informed the group that we will be getting different Flu immunisation for September 2018. Over 65's will be getting a flu vaccination specially made for them which is proven to provide a strong immune response to help protect against the flu. The vaccine for under 65's will be a quadrivalent immunisation.

Nudge nudgescheme

Lin discussed with the group the nudge, nudge scheme. Please see attached flyer for more information.

Next Meeting: Thursday 7th June

Meeting dates for 2018

Monday 10th September

Thursday 6th December