

Patient Participation Meeting

Minutes of Meeting 9th March 2017

Members present

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

Fred - Westham	Jane - Hankham
Yvonne - Stone Cross	Carol - Pevensey Bay
Bernadette - Westham	Sue - Westham
Anne - Westham	Pamela - Stone Cross
Ken - Pevensey Bay	Ken - Hankham

Apologies for absence

Denise - Stone Cross

Guests

Julie Tremlin
Carol Evans

Minutes

1. Michelle welcomed our new member Ken from Pevensey Bay

2. Julie Tremlin

Julie is the new Locality Link Worker from Adult Social Care. Her role covers a wide range of activities as Link Worker aimed at unifying various elements of Adult Care. In supporting the community she finds some good and some not so good activities. She identified a new idea in which she is involved with Eastbourne Bowls Club who are seeking new members particularly stroke victims to help stop isolation in community. Concern was expressed by PPG members at the amount of paperwork involved and the replication of tasks due to IT programmes not matching.
200 more Link Posts are to be appointed in the Eastbourne/SE area

3. Carol Evans

Carol is our new Practice Nurse. She has considerable experience working in local surgery and now her family are grown up she has taken on a full time position at Stone Cross. She is very welcome and we are delighted that she has joined the Practice.

4. Practice problems

Michelle reported that the shortage of doctors continues. The "locum doctors" scheme is very expensive but the practice will probably have to join. Difficulties will be eased slightly from April 1st when Russell joins full-time.

One of the other problems is the number of registered patients. To combat this patients moving from the practice area are asked to register at a more local practice.

5. New Computer System

A new computer system is to be installed from 10th May with a week having no system. The new system will be compatible with all local practices. To overcome prescription problems patients will be issued with double prescriptions to ensure no shortage whilst the new system is installed

Members expressed concern at the work-load of Michelle and Charlotte.

6.. Over 75's

Fred reported on the meetings held by Becky - guest at last meeting - on over 75's .He felt they were not very successful and that Becky feels she has enough information without holding any further meetings.

7. Other

Concern was expressed over difficulties in reception where patients tried to book appointments at the doctors' suggestion. Michelle to discuss with GP's.

Fred reported hearing whilst waiting in Reception that patients' prescription records were not available Michelle will investigate.

Date of Next Meeting - Monday 24th April - 12.00 noon