

Patient Participation Meeting
Minutes of meeting
12th October 2017

Attendees:

Charlotte Backler – Chair – Deputy Practice Manager

Kenneth Saxby – Minutes – Hankham

Sue – Westham

Pamela – Pevensey Bay

Jane – Hankham

Anne – Westham

Denise - Langley

Carole – Pevensey Bay

Fred – Westham

Apologies for absence:

Lin – Pevensey Bay

Yvonne – Stone Cross

Minutes

Agenda

Unfortunately the members did not receive the agenda that Charlotte sent out. Charlotte will look into this and report back at the next meeting on the 4th December 2017. **(ACTION CB)**

Online Services

Joni a member of the Practice Staff responsible for online services attend the meeting to demonstrate the online service to the group. The object was to ensure that members of the Committee had a clear understanding of the new EMIS online service. Members covered the advantages and disadvantages of the new system and it was agreed that at the end of the meeting members would either receive a new password or confirm their existing Password so that all would be able to use the system whilst acting as guinea pig for the scheme. Joni left the meeting when the full range of questions had been covered.

Name badges for staff

The question of names badges and photos of reception staff on a board in reception was again addressed but no definite conclusion was agreed.

Public Health Grant

Charlotte explained that the Practice has been granted £5000 from Public Health. It was agreed this should be used to upgrade the TV provision in the main waiting room to try and keep the public updated on services

available within the NHS. Charlotte is hoping that the remaining money can be used to provide some staff training, on healthy lifestyles “One You”.

Flu

Charlotte discussed that the Saturday walk in clinic's at Stone Cross and Pevensey Bay Surgery were a huge success. So far Charlotte said that around 2000 patients have been vaccinated at the surgery. Concerns were expressed for those who had the flu vaccination at the Chemist in regards to the information coming back to the Practice.

Westham and Pevensey Bay Surgeries

The management team has managed to secure funding towards updating Westham and Pevensey Bay surgery flooring. The work will take place earlier January 2018.

Next Meeting: Monday 4th December 2017

Chair of next meeting: Ken

Meeting dates for 2018

Monday 5th March 2018

Thursday 7th June 2018

Monday 10th September 2018

Thursday 6th December 2018