

Patient Participation Meeting
Minutes of meeting
14th August 2017

Attendees:

Kenneth Saxby – Chair – Hankham

Charlotte Backler – Minutes – Deputy Practice Manager

Patricia – Pevensey Bay

Denise – Westham

Jane – Hankham

Anne – Westham

Bernie – Langney

Yvonne – Stone Cross

Fred – Westham

Apologies for absence:

Carol – Pevensey Bay

Sue – Westham

Lin – Pevensey Bay

Neal – Langney

Minutes

Previous meeting 22nd June 2017 minutes approved.

Actions

Check in machine: Michelle did a demonstration after previous meeting.

Bench at Pevensey Bay and Westham Surgeries: Michelle brought this issue to the Practice meeting. After a discussion, it was unfortunately decided that the surgery would be unable to provide this due to lack of space outside the surgeries and the risk of vandalism.

Badges for reception staff: Charlotte informed the group that all staff was happy to wear name badges but that cost was an issue. It was suggested that we have a notice board with all staff in the reception areas with their first names. *After the meeting Bernie suggested to Charlotte about buying lanyards for the staff to wear as this may be cheaper than provided all staff with two name badges.* **(ACTION CB)**

Medicines Waste Campaign 2017

Helen Groves from the CCG Medicine management team attended the meeting to discuss the Medicines waste campaign for 2017. She discussed that they are delivering packs with posters and stickers to all surgeries to attach to patients repeat prescription. It was also mentioned that they are working very closely with the GP practices and local chemist to help with this issue. The PPG members suggested that it would be a good idea to put this in the next newsletter with some statistics on how much waste there is every year to do with people over ordering medication. **(ACTION CB)**

Flu 2017

Charlotte discussed that we have the same problem this year with the chemist offering free flu vaccination to eligible patients. Charlotte said that the practice is being very proactive again this year and already are advertising our flu dates in the surgeries and on the website.

Dr T Tran

Dr T Tran kindly attended meeting and answered questions that some group members had raised.

Katie/Nahed

Charlotte discussed that due to the GP shortage and that we are still unable to recruit a GP, the surgery are up skilling some staff members. Nahed has just been accepted in start her Nurse Practitioner degree. Katie has completed her first year at university to become a Nurse associate this will allow her to take over the COPD management from the nurses and help Jo Sansom with the diabetes.

PPG meeting next year

It was agreed that as from next year 2018, we would have four PPG meetings a year and will extend the time from one hour to an hour and half each meeting. We will arrange 2018 meeting dates when we meet in October. **(ACTION CB and PPG)**

AOB

Jane enquired about the online services. Charlotte suggested that we spend the first 30 minutes at the next PPG meeting to go through all queries regarding the online services. All PPG members agreed. Charlotte to find out some more information regarding online services and add to next PPG meeting agenda. **(ACTION CB)**

PPG Support role

It was discussed that Health watch were coming to the end of their contract and that the CCG will now be taking over the role of the PPG support. After the meeting Charlotte had this confirmed but has no further information.

Date of next meeting – Thursday 12th October 2017 at 12pm