

# **Patient Participation Meeting**

## **Minutes of Meeting 22nd June 2017**

### **Members present**

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

Fred - Westham  
Carol - Pevensey B  
Pamela - Stone Cross

Bernie - Langley  
Anne - Westham  
Lin Clark – Pevensey Bay

**Welcome new member** - Lin Clark

### **Apologies for absence**

Denise Smith, Yvonne Frances, Sue Lewis, Jane Goudge

### **Minutes**

Previous meeting 9<sup>th</sup> March 2017 minutes approved.

#### **EMIS**

Michelle and Charlotte reported that the computer change over went very well. All Practices in local area are now using same IT system.

A discussion took place on new online services. PPG member's feedback information back to Charlotte and Michelle to help with other online users. Michelle mentioned that My Surgery website can still be used to order repeat medication.

Michelle informed the group that we now have a new programme on the Check in Machine. PPG members expressed that they still find it hard to use the check in machine. Michelle said she would do a demonstration after meeting. **(ACTION MK)**.

#### **Health Promotion**

NHS working hard to improve individual's awareness. The Surgery are regularly updating their Notice Boards, highlighting different areas of health, currently Stroke awareness. NHS England is encouraging various sources to increase patient self-information.

#### **Premises**

The surgery is hoping to develop rooms above Dentist.

#### **Staffing**

Dr Elham Saeghi will be working with the practice for 12 months as she is in her final year of GP training.

Two new Receptionists have joined the team and are being trained on site.

Charlotte advised that the staffs are still learning the new computer system and asked to please bear with us.

**AOB**

New member Lin Clark suggested a bench outside the Pevensey Bay and Westham Surgery would be useful. It was agreed that Charlotte would investigate this as a possibility (**ACTION CB**)

It was discussed that it would be helpful if the staff wore name badges. Michelle and Charlotte to discuss with staff. (**ACTION CB/MK**)

**Date of Next Meeting - Monday 14<sup>th</sup> August - 12.00 noon**