

**Patient Participation Meeting**  
**Minutes of Meeting**  
**5<sup>th</sup> February 2015**  
**12 noon**

**Attendees:**

Gillie Andrews – Chair - Practice Manager  
Michelle Kenward - Minutes - Deputy Practice Manager

Fred – Westham	Ken - Hankham
Bernadette – Langney	Terry – Westham
Jane - Hankham	Liz - Polegate
Ann – Westham	Sue – Langney
Patricia – Pevensey Bay	Jane – Hankham
Bernadette- Langney	Sue - Westham

**Apologies for absence:**

Stacey – Stone Cross	Carol – Pevensey Bay
Denise – Westham	Yvonne – Stone Cross

**Patient Questionnaire**

We had a long discussion as to the results of the patient questionnaire and we were so grateful that so many patients had taken the time to complete;

Q1) we were thrilled as a practice that we had such a high score of 97% for recommending our surgery to their family and friends.

Q2) we hope that the question asking our patients if they use our website will encourage those who want to, to use the website.

Q3) we were surprised that not all of our patients use the alcohol hand gel and hope that by making sure we have visible dispensers and signs patients will make greater use of them to try and prevent the spread of germs and infections.

Q4 onwards) The Surgery is pleased with the GP results and patients comments on what they liked about the surgery.

**Three Improvement Areas Agreed**

From the list of improvements we are going to look at three key areas to tackle in 2015 and have agreed to have actioned these by the 1<sup>st</sup> August 2015.

- 1) **Boots Pevensey Bay:** We have had a number of comments from patients about problems at the Boots pharmacy in Pevensey Bay. This seems to be an ongoing issue and one which we would like to help with. Gillie will therefore be contacting the manager from Boots so that she and Michelle can meet to discuss any issues/problems they are currently facing to see if we can be of any assistance in helping to resolve these. **ACTION GA**
- 2) **Communication;** We have had a number of comments from patients asking for better communication between staff and patients. Firstly to let patients know if clinics start to run late. Secondly patients have said that they are told someone will call them back and then they have to call again. GA explained that this was a training issue and we have had a number of new members of staff join. This is something the surgery can tackle in house with staff training. **ACTION GA/MK**

- 3) **Disabled access at Pevensey Bay Surgery:** GA is going to do a building inspection to see if there are any improvements that can be undertaken to improve the disabled access at Pevensey Bay. **ACTION GA**

### **National Association of Patient Participation**

Fred discussed with group as to whether this is something we should join, all agreed to read up about it further for discussion next time. **ACTION ALL**

### **GP Recruitment Update**

Due to the national shortage of GPs we are still currently trying to recruit a replacement GP due to Dr Bansel retiring.

### **AOB**

### **Shuttle Bus**

GA explained that there was no current update about the shuttle bus and although all seem to think it is a good idea DGH, Council etc no one has agreed to fund the project.

### **Gillie**

Group asked GA how she was settling in, GA informed all that she was very happy and enjoying the work immensely with a number of new projects that she is working on for the practice.

### **Newsletter**

GA first edition of the practice newsletter is currently circulating. GA thanked the group for their support over the years with the practice and for taking the time to attend and to help us improve services.

### **Consents**

As previously requested, GA has added to the patient newsletter to please update us with consents.

### **BP machine**

The blood pressure machine at Stone Cross has proven to be a real success, in particular patients are enjoying being able to turn up at their own convenience and not having to worry about booking a date or time.

### **Out of Hours**

Ken asked MK about the Out of Hours GP as when he recently contacted them he was informed that there was not a GP on duty. MK asked him to please let her know date and time to look into this further. **ACTION KS/MK**

### **Jayex**

MK informed all that the quiet/second waiting room is not in use currently due to the Jayex board not working. MK working to resolve this matter as soon as possible.

**ACTION MK**

### **Date of next meeting**

Monday 13<sup>th</sup> April