

Patient Participation Meeting
Minutes of meeting
5th September 2016

Attendees:

Michelle Kenward – Chair – Practice Manager
Charlotte Backler – Minutes – Deputy Practice Manager

Ken_Hankhan	Liz – Polegate
Patricia – Pevensey Bay	Denise – Westham
Anne – Westham	Bernie – Langney
Yvonne – Stone Cross	Carol – Pevensey Bay
Fred – Westham	

Apologies for absence:

Sue – Westham	Jane – Hankham
Terry - Westham	Carol.N – Eastbourne

Dr Tasharofi

Dr Tasharofi attended the meeting to discuss federating and answer any questions.

Minutes

Previous meeting 16th June 2016 minutes approved.

Update on actions from last meeting

Pedestrian walk way: Michelle was delighted to inform the group that the work has been carried out to the walk way and we are now opening the gate.

Bike rack: It was discussed that the bike rack at Pevensey Bay is not that easy to see. It was agreed that a poster should go in the window at Pevensey Bay to show the location of the bike rack. **(Action CB)**

Prime 75

Michelle informed the group that Stone Cross Surgery has been chosen to pilot a new scheme called Prime 75. Becky Reed will be our co-ordinator. It was agreed that Becky would attend our next meeting on the 10th November 2016. **(Action CB to invite Becky to meeting 10th November 2016.)**

PPG forums

Fred informed the group that the PPG forums would be starting back up and the next meeting is Wednesday 14th September 2016.

Care Data

Michelle confirmed that the Care.data is no longer in action.

E-Referrals

Michelle explained that some patients may remember the old choose and book referral where patients can choose a range of hospitals and by telephone or online book an appointment themselves, currently only respiratory are offering this however in time all specialities will be available.

Flu

Michelle explained that all chemists are offering flu vaccines, however we encourage all patients to use the surgery as sometimes we only get to see our patients once a year and this is a good time to check their blood pressure and ensure we give them an MOT!

Prescriptions at Boots Pevensey Bay

Carol asked whether the group knows anything about the chemist in Pevensey Bay changing their systems, as she was informed that they no longer make up medication on site. **(To discuss with Gul, pharmacist next meeting)**

Computer system

Michelle informed group that we would be changing our computer system to EMIS web in May 2017.

Health watch

Liz informed the group about the positive work being carried out by Health watch.

AOB

Results

Patricia express her concerns about being given a result as normal when she phoned in for her results and then found out at a later date that they were in fact abnormal. MK says that this was very serious and asked Patricia if she could remember when this happened so she could look into. **(Action for Patricia to inform MK dates so she can investigate. MK did after meeting remind all staff of the result policy.)**

New dates for next year

Michelle and Charlotte to organise next years PPG meeting dates and inform group at next meeting. **(Action MK/CB)**

Visitors Book

It was agreed that Fred would pick up the visitors book in reception and bring to meeting so everyone can sign in when attending the meeting. **(Action Fred to pick up visitors book before next meeting.)**

Next Meeting: Thursday 10th November 2016

Chair of next meeting: Ken

Meeting dates for 2017:

To be discussed at next meeting