

Patient Participation Meeting
Minutes of Meeting
9th July 2015
12 noon

Attendees:

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

Carol – Pevensey Bay
Ann – Westham
Liz – Polegate
Bernadette – Langney

Sue – Westham
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Patricia – Pevensey Bay
Denise – Westham

Apologies for absence:

Ken – Hankham
Jane – Hankham
Yvonne – Stone Cross

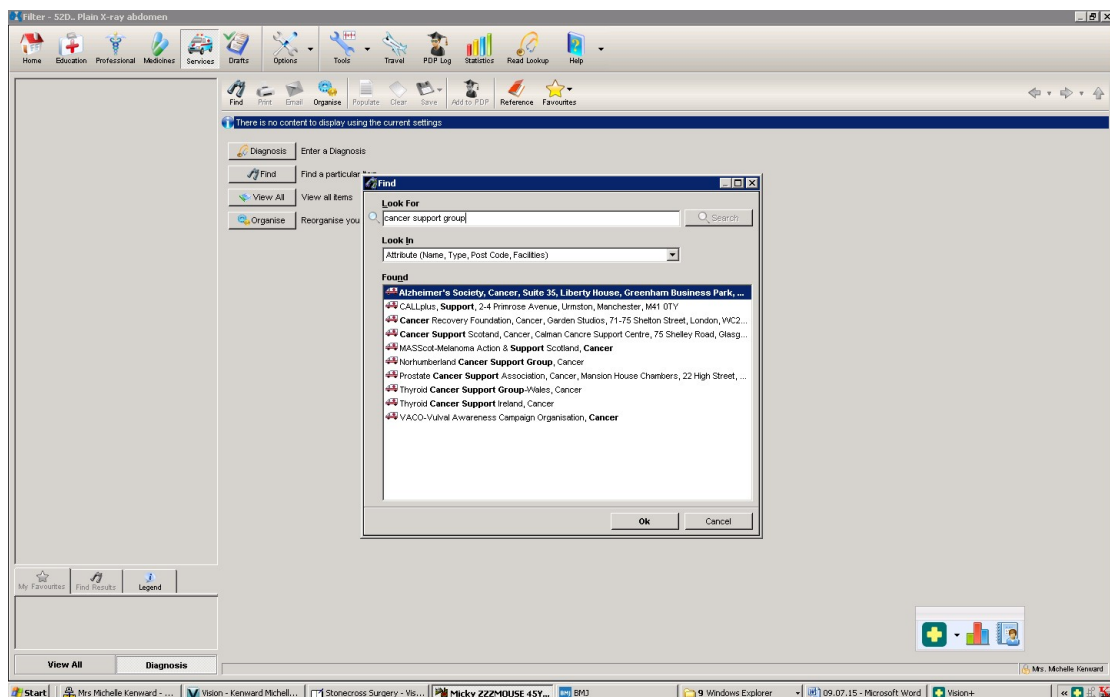
Terry – Westham
Sue – Langney
Fred – Westham

Primary Headache Clinic

Currently we can not take on any additional services due to not being able to find a replacement GP for Dr Bansel and with the new INR services we do not have the clinical time currently to undertake this. However we hope to revisit this idea once we are back to a full team.

Support Groups

PPG asked if GPs are able to and offer patients support group contact numbers. Michelle explained that the GPs have a network within our clinic system called DXS (see below image) this is provided by the clinical commissioning group which gives GPs the main contact number which at least the patient can contact to get a more local number.



Dr Ilam Rajap

GA was pleased to announce that Dr Rajap will be starting at the Surgery in October 2015. His working days will be a Monday and Wednesday for the Practice. Dr Rajap specialises in Dermatology and hopes to run a Dermatology Clinic at our Westham surgery which patients can get referred to.

We are still at present trying to recruit a full time GP.

Questionnaire 2015/2016

MK asked everyone to have a think about how they would like the 2015/2016 patient questionnaire to look.

MK has spoken to staff and clinicians at the surgery for their ideas for the questionnaire and the one main top priority we would like to get across is patients missing appointments. MK is going to have a think as to how we could get this across in the questionnaire and asked if the PPG could all have a think and e-mail, bring in, post any ideas/thoughts they have. **All Agreed.**

MK will e-mail out sample questions to see what everyone thinks to try and ensure the questionnaires are ready to start being handed out September/October time.

ACTION MK

Patients Missing Appointments

PPG asked how we currently deal with patient's missing appointments. GA informed all that she tries to contact patients who miss GP appointments by telephone. Our nurses/HCA's always contact patient who miss appointments.

Pevensey Bay Lease

GA reported after the last meeting that we are tied into a lease at Pevensey Bay surgery so would not be able to change sites and due to the surgery having a new build built for Stone Cross the NHS would not be able to build a new surgery in Pevensey Bay as there are surgeries elsewhere in the area who would be a higher priority.

CQC (Care Quality Commissioning) Inspection

GA asked the PPG if a couple of members would be able to come in to assist with part of the surgery's CQC inspection. At a recent Meeting that GA attended as part of preparing for a CQC visit, they have said that they would very much like to speak with PPG members as part of their inspection of the surgery. GA will get 48 hours notice before an inspection and will e-mail all PPG members when she finds out the date. **ACTION GA**

Newsletter

GA informed all that due to her workload she is going to write the newsletter twice yearly and that the latest version will be ready within the next few days. **ACTION GA**

Food Bank in Pevensey Bay

GA is mentioning in the Newsletter to remind patients that there is a food bank available in Pevensey Bay. **ACTION GA**

Chairing the Meetings

GA asked the group if anyone would like to chair the meetings in the future, Carole said that she would be happy to chair the next meeting. **ACTON CC**

PPG (Patient Participation Group) Numbers

Agreed that we can increase our numbers as it is very rare that everyone can attend every meeting so will give a greater range of opinions and feedback which will be of greater benefit to the practice. MK said that all new members would be sent a letter to ensure they realise that it will not be possible to discuss individual complaints or personal issues within the Patient Group and should these arise they will be re-directed to the most appropriate person within the practice. **ALL AGREED**

AOB (Any Other Business):

GP to Attend the Next Meeting

Patricia asked if one of the GPs could attend the next meeting. MK said that over the past few meetings the day has fallen where the GPs have been at other meetings but we will endeavour to get Dr Tim Tran to attend the next meeting as he is our new Clinical Commissioning lead at the practice and all agreed it would be nice to get an update.

ACTION MK

Clinical Spokesperson

Patricia asked if a medical/ clinical such as a paramedic or a pharmacist could attend the meetings in the future to do a small talk on their role within the NHS. Patricia has friends who are in these professions which may be of interest and will speak to them and let Gillie/Michelle know if they are able to attend the next meeting and what time.

ACTION PR

Next Meeting Dates

Thursday 17th September

Monday 30th November