

**Patient Participation Meeting**  
**Minutes of Meeting**  
**13<sup>th</sup> April 2015**  
**12 noon**

**Attendees:**

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

Ken – Hankham	Patricia – Pevensy Bay
Bernadette – Langney	Terry – Westham
Jane – Hankham	Denise – Westham
Ann – Westham	Bernadette- Langney

**Apologies for absence:**

Stacey – Stone Cross	Carol – Pevensy Bay
Yvonne – Stone Cross	Fred – Westham
Sue – Langney	Liz – Polegate
Sue – Westham	

**Update from three improvement areas as discussed on the Patient Questionnaire**

MK discussed the following outcomes from the patient's priority improvement areas with the group; below you will find extracts from the 2015 Patient Participation Group report.

**1. Action point one: Communication issues between the surgery and the chemist (Boots pharmacy) in Pevensy Bay.**

Gillie Andrews (Practice Manager) and Michelle Kenward (Deputy Practice Manager) met with Gulzarine Chatharoo (Pharmacist) at Boots Pevensy Bay on Friday 19<sup>th</sup> March 2015 at 12.00, meeting minutes below. Results of actions and impact on patients and carers will be publicised in the next PPG meeting being Monday 13<sup>th</sup> April 2015, when the minutes of the meeting will then be available on the website and in Stone Cross Reception.

Surgery Meeting with Local Pharmacy Boots  
Pevensy Bay  
Minutes of Meeting  
20.03.2015

Attendees;

Gillie Andrews – Practice Manager  
Michelle Kenward – Deputy Practice Manager  
Gulzarine Chataroo – Pharmacist Boots Pevensy Bay

As a result of the surgery patient questionnaires, November 2014 – January 2015, our Patient Participation group asked the surgery to look into three key areas, chosen as priority from a list of suggested improvements highlighted in the questionnaires. One of the selected key areas was to explore communication issues between the surgery and chemist and how this could be improved.

Gulzarine, the Pharmacist at Boots in Pevensey Bay, explained that she has only recently taken over this role and, when she first started, the chemist were very delayed with prescriptions due to circumstances out of their control, which included long term staff sickness.

Gulzarine explained that the chemist is now up to date with prescriptions and there is no current back log.

After a long discussion both parties agreed that our main priority is with our patients and making sure we provide the best service possible for them. It was agreed that we both feel we have a very good relationship and feel able to talk to one another should a problem arise. Both parties agreed that the meeting had been worthwhile.

## **2. Better communication between staff and patients**

Michelle Kenward (Deputy Practice Manager) addressed the issue on Monday 9<sup>th</sup> March 2015 with all members of staff and advised them that if they are on the front desk and you are marking a patient in can you let the patient know if the GP is running behind, also if a GP begins to run behind to please notify the waiting room. Michelle also informed the staff to ensure when dealing with queries or chasing something up to ensure the patient has their name for a point of contact.

Update:

Since addressing the issue we have not had any reported problems. The PPG will be updated on the next meeting being Monday 13<sup>th</sup> April 2015 and the minutes from this meeting will be publicised on our surgery website and in the reception at Stone Cross Surgery.

## **3. Disabled access at Pevensey Bay Surgery.**

Gillie Andrews (Practice Manager) and Michelle Kenward (Deputy Practice Manager) attended Pevensey Bay Surgery on 20<sup>th</sup> March 2015 to carry out an inspection of the surgery to see if we can make any reasonable adjustments. Unfortunately due to Pevensey Bay being an older rented property which was not built for purpose, the surgery would require major renovation.

Stone Cross Surgery has been purpose built and we therefore encourage our patients who require disabled to access to use Stone Cross as a preference, however, Pevensey Bay Surgery disabled access is reasonable and members of staff are always available to assist should you require any assistance.

### **Pevensey Bay Surgery**

Patricia mentioned that there was land adjacent to Church of the Holy Rood for sale and queried whether the surgery might be able to build a new premises there to replace Pevensey Bay Surgery. Denise informed all that the Pevensey Bay Surgery was specially built for a Doctors Surgery, the old shop/outbuildings and house above were demolished. In 1970 the needs of the community were totally different to nowadays and hence the difficulties now faced.

MK explained that due to having had Stone Cross Surgery built recently the NHS would not be prepared to build another surgery as so many other surgeries would be a higher priority than us, such as those whose one and only surgery was not fit for

purpose. MK also thought we had signed a lease for Pevensey Bay Surgery. GA is going to find out and report back at the next meeting. **ACTION GA**

### **Next Meeting Date**

Michelle asked if all still wanted the next meeting to be an evening, as we had booked Wednesday 22<sup>nd</sup> July at 6pm. All at the meeting agreed that they would prefer a lunchtime meeting of 12.00. Therefore date changed to **Monday 20<sup>th</sup> July at 12.00.**

### **New Nurses**

Gillie was pleased to inform all that we have recruited two new nurses. Both will be valuable members to our team and we welcome them both in April 2015 to the surgery.

### **New Doctor**

Update as to recruitment of a new full time GP. Unfortunately due to the national shortage of GP doctors we have been unable to recruit another GP at present. However, please be reassured that we are still actively looking.

The surgery has been particularly short of GP appointments throughout April due to a locum GP who was booked for the entire month to cover for Dr Bansel has had to cancel all his agreed clinics due to unforeseen circumstance and we have been unable to find any locums available to cover. We therefore want to apologise to all of our patients who have struggled through the month of April to get an appointments.

### **INR Clinics (International Normalized Ratio)**

Gillie was pleased to inform all that the new INR clinics have been a real success. In particular the Pevensey Bay patients are thrilled to have a clinic at Pevensey Bay and we have had very positive comments from the patients of how pleased they are to not have to travel to Princes Park Surgery.

### **Shuttle Bus**

Bernadette asked Gillie if there was any update on the Shuttle bus between Eastbourne and Conquest Hospital. Gillie informed all that although the different departments think it is a good idea, no one is prepared to fund the idea at the moment.

### **BP machine**

Group asked if the blood pressure machine had had the desired effect of cutting down the Health Care Assistants clinic appointments and Gillie informed all that it had, giving Health Care Assistants more availability for other important duties such as blood tests, ear syringing, etc.

### **Jayex**

Michelle was pleased to inform all that we have the new Jayex board in the quiet waiting room which the doctors had agreed upon.

### **Pre-Bookable Appointments**

Group asked how patients book a pre bookable appointment and if there is any criteria you have to meet to book. Michelle explained that anyone can pre book, however due to there only being two pre bookable appointments per GP per session available this usually means there can be up to a three/four week wait. Therefore if patients are happy to wait, as their medical problem is routine we will get them booked in, into the next available pre bookable slot, however, if their medical condition is urgent and can not wait we will ask them to please call back on the morning of the day they would

like or if the problem is a medical emergency we will book them in that day with the duty GP.

### **DNA appointments**

Sadly even though most of our appointments are book on the day we still get patients not attending even though they only booked into see the GP that morning. We have in the past tried to tackle this problem by having a separate cancellation line on our telephone system to make it easier for patients to cancel appointments however sadly to date we are still experiencing problems.

### **Text Message System**

Group discussed whether we could send text/e-mail reminders to patients. Michelle explained that the computer system previously was able to send text and email reminders to patients however we had to turn the programme off as the computer was reading telephone slots and home visits as face to face appointments and were sending out appointment reminders to patients to say that they had an appointment booked for i.e. 6am in the morning. We were inundated with patients confused. We therefore decided to wait until the system was upgraded whereby the computer can tell the difference between, telephone, face to face and home visit appointments.

However we have since just signed up to “iplato” which is a text messaging service, we are therefore hoping that once we go live and had the appropriate training we can reset up the patient appointment text reminder system.

### **Primary Headache Clinic**

Denise asked if surgery had any plans to develop a primary headache clinic or have specialist GP/nurse following the report by an All Party Parliamentary Group into primary headache disorders. Denise gave Gillie the Migraine Journal with the article to update all at the next meeting. **ACTION GA**

### **HealthWatch East Sussex PPG Event on 02.06.15**

*Liz who unfortunately due to circumstances outside of her control was unable to make the meeting however afterwards asked Michelle to copy and paste the following to the group the items she wished to discuss.* The HealthWatch East Sussex PPG Event is Tuesday 2<sup>nd</sup> June 2015, at Wellshurst Golf Club and is from 18:00-20:00, with ‘nibbles’ available from 17:30. The idea is for a county forum for members from PPGs to meet to discuss ideas etc.; they are hoping to have a keynote speaker, possibly around the new GP contract. If anyone would like further information, then please ring HealthWatch East Sussex 0300 101 4007.

### **Update (also via HealthWatch East Sussex) on the NAP website**

*Liz who unfortunately due to circumstances outside of her control was unable to make the meeting however afterwards asked Michelle to copy and paste to the group the items she wished to discuss.* HealthWatch East Sussex have arranged for all PPGs in East Sussex to become members of NAP for one year, so that we can access the website and see what services/information etc they offer; details should be with you shortly.

### **Numbers for members of PPGs**

To be discussed at the next meeting.

### **Date of next meeting**

**\*\*Please note new date and time\*\* Monday 20<sup>th</sup> July – 12.00**