

Patient Participation Meeting

Minutes of Meeting

25th April 2016

12 noon

Attendees:

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

Patricia – Pevensey Bay	Carole - Pevensey Bay
Ann – Westham	Jane – Hankham
Yvonne – Stone Cross	Liz – Polegate
Sue – Westham	Fred – Westham
Terry – Westham	

Apologies for absence:

Bernie – Langney	Denise – Westham
Carol.N – Eastbourne	Ken – Hankham

Minutes

Previous meeting 11th February 2016 minutes approved.

Update on actions from last meeting

Bike Rack: Michelle informed all that to obtain funding the surgery needs a budget of £500 to spend. PPG suggested bike rack for each site and perhaps a dog lead station. MK contacting Rural Sussex again to arrange a meeting. **(ACTION MK)**

Surgery Website: Photos all up on website, PPG asked if photos could also be displayed in reception. Charlotte to discuss with surgery handyman Howard. **(ACTION CB)**

Clinics running late: Michelle has discussed with staff.

Test results: Michelle has informed staff.

Expansion Space

Michelle discussed with the group plans surrounding the expansion space on the first level on the Stone Cross Site. Michelle will update all at the next meeting. **(ACTION MK)**

CQC

Michelle informed the group that the surgery has received its CQC rating of GOOD which the practice is pleased with. Michelle thanked all for their help on the day.

Detailed Care Records

Michelle asked the group if they would be happy to be the first to trial our detailed care records. Michelle informed everyone that we were not quite ready as yet due to not having the up to date Vision programme. It was agreed that the group would read the relevant paper work and those interested would return to Michelle. **(ACTION MK/CB)**

Fred SEACam Presentation

Fred updated the group about SEACam, Talking about community responders, who take care of you, whilst waiting for the ambulance.

Fred informed the group that the Ambulance depot will be relocating to Polegate. They will be going live from October.

Lab in a bag – New scheme which allows paramedics to do blood tests on the spot instead of taking patients to hospital. *After meeting Fred received the following e-mail regarding lab in a bag which he kindly forwarded to the practice. Mr. Copson, Thank you for your inquiry regarding the Labkit project. Labkit is a joint venture with Surrey Pathology Services to assess the feasibility of carrying out certain Pathology Tests using blood and urine, that would previously only have been possible in a hospital, in the community. A second part of this test is to see if the results affect the patients pathway by either avoiding hospital where this is unnecessary or directing the patient to a specialised unit such as a medic or surgical assessment unit rather than going via the Emergency Department.*

To date in phase 3 of the trial our Paramedic Practitioners have carried out 72 tests with some interesting results. When the full evaluation has happened there will be an article published which we can send you as an update.

Please don't hesitate to get in touch if you would like further information. Regards

Matt, (Matthew England R.N. Dip HE), Clinical Quality Manager, South East Coast Ambulance Service NHS Foundation Trust

Message in a bottle

It was discussed that these are still very helpful for the Ambulance crews. However PPG all agreed that a lot of people may not be aware of them, surgery to add to Newsletter and Charlotte to contact Lions club as to obtaining a supply so surgery can display. **(ACTION CB)**

Housing Development

Michelle raised with group concerns as to further housing development planned for around the area and how this will affect the surgery.

Junior Doctor Strike

Carol asked if any provisions have been put into place for the strike taking place Tues 26th and Wed 27th April. Michelle informed all that the practice was aware but due to locum shortage the surgery was unable to provide extra provisions.

GP's

Michelle informed PPG that we are no further forward recruiting a GP, we are currently discussing employing a Paramedic or Nurse Practitioner.

Federating

Dr T Tran was hoping to attend today's meeting but unfortunately a locum called in unwell. Michelle will ask TT to be at the next meeting to discuss federating and update all with regards to changes to the NHS. **(ACTION MK)**

Michelle and Charlotte's New Roles

Michelle and Charlotte informed all that Gillie has now left the surgery and we wish her all the very best for the future. Michelle is currently Acting Practice Manager with Charlotte as New Deputy Practice Manager.

AOB

Font size

Liz asked Charlotte if her emails could be in bigger font. (ACTION CB)

Pedestrian walk way

Patricia asked why the gate for pedestrians is never open, as it is very dangerous to walk into the road to get into surgery. Everyone agreed this. Michelle explained that we are awaiting the landlords to change the curb as it is very high and dangerous. Michelle agreed to discuss with landlord when she meets with him next week. (ACTION MK)

Vision online

Liz notified Michelle that she had trouble with Vision Online. Michelle said we would pass her information on to Joni who deals with Vision online. (ACTION CB)

Disabled Parking

PPG enquired as to whether we could increase the disabled parking. Michelle explained the landlords have followed guidance with regard to car park layout.

New member of staff

Michelle informed all that a new member of staff has been recruited to help as an extra person on the busy phones.

Driveability

Michelle informed all that East Sussex Driveability is using Westham surgery on a Monday.

Westham central heating

Michelle still awaiting quotes.

Westham surgery nurses room

Yvonne asked Michelle if there were any plans on modernising Westham nurse's room, Michelle stated not at present.

Westham surgery parking

Sue informed all that there are still people using Westham car park in the evenings and overnight. Michelle said that this is an ongoing issue.

Paramedic

Patricia to e-mail Charlotte contact details of a paramedic who has expressed an interest in attending one of our Patient Participation Group meetings to discuss his role. **(ACTION Patricia/Charlotte)**

First Responder

Terry to e-mail Charlotte contact details of a first responder to attend one of our Patient Participation Group meetings to discuss his role.
(ACTION Terry/Charlotte)

New members for the Patient Participation Group

Michelle agreed that we are always looking for new members to join the PPG meetings.

Next Meeting

Thursday 16th June 2016

Chair of next meeting

?Ken

Next Meeting Dates for 2016

Thursday 16th June

Monday 5th September

Thursday 10th November