

Patient Participation Meeting
Minutes of Meeting
30th November 2015
12 noon

Attendees:

Ken - Hankham - Chair
Gillie Andrews - Practice Manager
Michelle Kenward - Minutes - Deputy Practice Manager

Ann – Westham	Yvonne – Stone Cross
Denise – Westham	Sue – Westham
Bernadette – Langney	Carol – Pevensy Bay
Jane – Hankham	Terry – Westham

Apologies for absence:

Sue – Langney	Liz – Polegate
Carole - Pevensy Bay	

Minutes

Previous meeting 17th September minutes approved.

Dr Rajap

Dr Rajap introduced himself to group, informed all about his GP training in London and then becoming a GP Partner at Arlington Road in Eastbourne for the past 13 years.

Due to family illness Dr Rajap decided to cut down his working hours to two full days with us at Stone Cross and then two days as a community dermatologist which he runs from our Westham Medical Centre.

Dr Rajap has received great feedback from our patients and we are so pleased that he has decided to join the practice.

Sue asked if Dr Rajap could think of any improvements we could make to the surgery that he could think of since he started. Dr Rajap agreed that we need more GPs and said that he had recently read an interesting article where by surgeries are running support groups which can help save GP and nurse time, for instance running a hypertension group with 15 patients, at this appointment, life style, medication could be discussed to a group rather than a one on one with a patient. All thought that this sounded like a good idea.

Questionnaire Results 2015/2016

We went through the results; all agreed that the surgery had done very well (possibly one of the best we had ever received back).

We looked through the patient comments and discussed how we could try and improve and action the suggestions for our patients over the next six months.

1) ***Not being able to get through on the telephone and how long you have to wait for the telephone to be answered.*** MK informed all that we are looking to employ an apprentice; the apprentice we are hoping will come in and on some days will be an additional member of staff on the telephone which we hope will ease the problem.

2) ***Diabetic Nurses to be available at Pevensey Bay.*** The good news is we are already offering this service. When we write to all of our diabetic patients offering them an appointment at our Stone Cross site, there is a note on the letter to say if they would prefer Pevensey Bay or Westham to contact the surgery and we will rearrange their appointment. MK to ensure wording is clear on letter in case this is where the confusion lies and also to remind all reception staff to ensure when patients call up/ brings letter in to take patient details and give to Danielle to ask if they can be put on the Pevensey Bay waiting list and Danielle will contact them. **ACTION MK**

3) ***Shelter outside Stone Cross front sliding doors for when patients are queuing up*** for an appointment in the morning before the surgery opens to protect them from the elements. MK has e-mailed the landlord of the surgery to see if this is something he would consider building. MK will keep all posted. **ACTION MK**

4) ***Bike rack to be provided outside of Stone Cross Surgery*** to encourage patients to cycle, being the NHS we want to encourage cycling to our patients and want the surgery to be accessible as possible. MK again has included this in her e-mail to the landlord of the surgery to see if this is something that they would consider installing. MK will keep all posted. **ACTION MK**

We also had comments about patients struggling to see their own GP. We appreciate that it is difficult and we are still actively trying to recruit a further GP Partner for the Practice however in the meantime to try and ensure as best we can continuity of care for our patients we have employed for three months two locums to cover Dr Hammett and Dr Packham.

Surgery Staff – Fred

Fred was not at the meeting today to discuss his agenda item however MK said that Fred had e-mailed MK and asked her to add this as his wife became acutely unwell at the surgery and he e-mailed and asked MK to thank all staff and GPs involved who provided excellent care.

Any Other Business

Increasing patient population

Discussion as to the ever increasing housing developments, taking place around the Stone Cross area and how the surgery will cope with the extra patients. GA explained that this is already a concern and she has recently discussed this with the CCG (Clinical Commissioning Group).

Eastbourne Hospital

Bernadette asked if there was any news on Eastbourne Hospital. MK and GA said that we have not heard of any updates specifically for Eastbourne however there was a campaign currently on trying to reduce patients calling ambulances for minor and non emergency ailments/ medical conditions and using/promoting the NHS 111 service instead.

GP Thank You

The patient group asked MK to minute that all the patients very much appreciate the GPs and wanted to thank them very much for all they do and have much admiration to them.

Care.Data

Yvonne informed all that there appears to be further companies trying to get hold of patient data. Yvonne has also heard that Jeremy Hunt has a new agenda for the NHS and just wanted us all to be aware. GA asked all if they hear of any further information to please let her know so that she can look into it further. **ACTION ALL**

Scams

Bernadette informed all that she had been targeted by a fraudsters and reminded all to be vigilant.

CCTV Camera

GA informed all that we are unable to give recordings or details of images seen on the Stone Cross Surgery's CCTV camera. This is due to the Data Protection Act with regards to protecting patient's confidentiality. The reason the cameras are in place is for the surgery's protection against theft and vandalism for our insurance.

2016 Meeting dates

MK checked with all that they were happy with 2016 meeting dates. All agreed (see below for dates).

Chair of next meeting

Ken

Next Meeting Dates for 2016

Thursday 11th February

Monday 25th April

Thursday 16th June

Monday 5th September

Thursday 10th November