

Patient Participation Group Meeting

Minutes of Meeting

05.09.2013

Attendees:

Kelly Hartland – Practice Manager

Michelle Kenward – Deputy Practice Manager

Bernadette – Langney

Fred – Westham

Sue – Langney

Denise – Westham

Ken - Hankham

Terry - Westham

Patricia – Pevensey Bay

Ann – Westham

Yvonne – Stone Cross

Corinne – Pevensey Bay

Apologies for absence:

Sue – Westham

Carol – Pevensey Bay

Jane – Hankham

Jonathan - Eastbourne

Liz – Polegate

Patient Self Check in Machine

A number of the group said that they had used the machine and that they had found it very simple to use and liked using the machine.

KH informed all that the only problem we have had so far is the machine is not clever enough to know if the patient is at the wrong surgery (for instance if their appointment is at Pevensey Bay it will still mark you in). However due to this problem KH is purchasing a magnetic board which we are going to place above the machine, which will inform patients which GPs are consulting at Stone Cross today and if the clinician you are seeing is not displayed above to see reception.

A further couple of points with regards to the machine were discussed;

- MK to label the hand sanitizer next to the check in machine. **ACTION MK**
- MK to have arrows at the reception desk to show patients where to find the check in machine. **ACTION MK**
- KH to arrange for a shelf to be put in underneath the check in machine to ensure that in the winter when the radiators are switched on that it will deflect the heat from the checking in machine. **ACTION KH**

FLU (Including shingles vaccine and Fluenz)

MK informed all that this year children aged 2 to 3 years old and the at risk's e.g. asthmatics will be offered a new nasal spray which the practice nurses will administer (one spray in each nostril). The children's Fluenz clinic will be held on a separate day to the walk in flu clinics due to the walk in clinics being so busy.

MK informed group of the upcoming flu clinic dates, Stone Cross: Saturday 5th October 8am – 12pm, Pevensey Bay: Saturday 19th October 8am-12.00pm and Westham: Wednesday 23rd October 8.30-12.00.

MK informed all that we will be offering our patients aged 70 and 79 the Shingles vaccine. The patients in this age range have been sent a letter offering them the vaccine which we have asked them to bring the letter along to the flu clinic to show eligibility.

GP Photograph Update

KH has now ordered the display unit and we are currently in the process of getting the pictures taken and hope in the next few weeks we shall have the photos displayed at all three sites.

ACTION MK/KH

Dr Tran

Group asked how we will distinguish between Dr Sue Tran and Dr Tim Tran. KH is going to speak to both GPs about. **ACTION KH**

Jean – Westham Surgery

KH informed all, that Jean who runs Westham surgery is retiring at the end of September.

Any other business

Newsletter:

Patricia asked about the 180 patients not turning up for their appointments. KH explained the impact this had upon the practice. Patricia asked if more information regarding patients not attending their appointments could be put into newsletter. KH agreed. **ACTION KH**

On further discussion MK and KH are going to find out from our telephone company and our computer company if there is any way using our system we could send patients a text/ answerphone reminders, like dentists/hospitals do as a way to try and prevent patients forgetting their appointments. We are also going to promote our cancellation answer phone which is available 24 hours a day 7 days a week. **ACTION MK/KH**

Clinical Commissioning Group – Shaping the NHS

Fred discussed the meeting he went to regarding the changes the NHS is facing.

Housing Developments

Long discussion as to how the surgery will cope with the planned 600 new houses being built in the area. KH explained that the surgery does have the capacity for more patients however we would have to employ a further GP.

Medication

Discussion as to why some tablets were not available through the NHS. KH reminded everyone that it is always worth speaking to the Pharmacist if you are buying supplements/tablets over the counter which are not available on an NHS prescription, as they may have information as to whether the tablet is going to be available on the NHS in the future.

Patient Telephone Access

MK informed all that she has looked through a number of the completed patient questionnaires and unfortunately most questionnaires stated that they still found getting through on the telephone difficult. Patient telephone access is still a top priority for MK and KH and both will continue to look at ways to improve.

Next Meetings

Monday 21st October 2013

Thursday 28th November 2013