

**Patient Participation Meeting
Minutes of Meeting
07.07.2014**

Attendees:

Kelly Hartland – Practice Manager
Jo Evenden – Finance Clerk
Denise
Sue
Fred
Terry
Bernadette
Liz
Ann

Apologies for absence:

Carole
Yvonne
Ken
Patricia
Jane

Last Minutes

Agreed.

Surgery Opening Hours

KH asked the group if they knew when we held our extended opening hours. 5 out of 6 attendees were aware we offer an early clinic and Saturday mornings.

KH asked if they wanted to ask the wider patients if these hours/days were suitable. It was agreed that these hours would suit most patients and there was no need to ask if there had not been any problems or complaints.

Ann said she had visited the chemist about 18 months ago on a Saturday where she had been told she needed to see the Dr. She said we were closed but they said no we were open just ring on the door bell. **ACTION JE** to ask staff do we have patients that just turn up as this clinic is appointment only other than a dia emergency.

Eastbourne, Hailsham and Seaford CCG forum meeting

Attended by Fred. He explained not many people attended.

Eileen from the medicine management team was there and said there was 300 million wasted on unused medicines and that the CCG were looking at seeing if patients had taken their medicines electronically! KH was unsure how this would work. KH explained a lot of medicine wastage because patients are over-ordering and there is an element of human error when prescribing and processing.

Sue asked was it possible to employ somebody to monitor medicine admin KH explained we do have a prescription clerk 3 mornings a week that assists the doctors.

Add into next newsletter for patients to check there repeat medication slip for quantities and Drugs that are no longer on. **ACTION KH**

Having been to the PPG forum, Fred reminded the group what a PPG meeting is not:

A social Event

Complaints & moans
A waste of time for the Practice Managers
Doctors Fan Club
Like minded people discussing diseases

KH said that she sees the group as the practices eyes and ears and that she has never felt that her time has been wasted.

2014/2015 Surgery Questionnaire

Kelly asked them to have a think of what they wanted on the next questionnaire with a view to 3 improvement areas.

Any Other Business

Tempory Patients

KH was asked what was the procedure was for patients if they run out of their medication whilst on Holiday. KH explained they would be seen temporarily at a GP surgery where they were staying and they would issue a prescription. KH reminded that it is always advisable to take a copy of your repeat medication when you go away.

Check in Machine

Reported to us that was hard to touch when it is supposed to be called a touch screen. Need to report again. **MK ACTION**

Blinds

Denise pointed out the blinds need fixing. **ACTION JE**

Jayex Board

Says 'are in interested in joining our' it then goes straight on to Dr Harrison.
ACTION DM

DNA Appointment

Update Telephone message how many DNA appointments plus TV screen. **ACTION DM.**

What was happening with electronic text reminders **Action MK**

How many patients a GP have in contact with daily?

Ann read in the paper the other day that GP's had contact with 60 patients daily KH agreed with this.

Drs & Practice Manager Leaving

Dr Harrison & Kelly Hartland leaving end of August. The group thanked Kelly and said she was Encouraging, Supporting, and Professional & Nice.

Bus Service

KH said this is now between the Hospital bosses & the Bus Company to decide.

Next Meeting

18th September Dr Maung to attend for update & also hopefully the new Practice Manager