

# Patient Participation Group Meeting

## Minutes of Meeting

08.05.2014

### Attendees:

Kelly Hartland – Practice Manager

Michelle Kenward – Deputy Practice Manager

Fred – Westham

Yvonne – Stone Cross

Carol – Pevensey Bay

Denise – Westham

Bernadette – Langney

Liz - Polegate

Jane – Hankham

Ann – Westham

Ken - Hankham

Terry - Westham

Sally – Stone Cross

### Apologies for absence:

Sue – Westham

Patricia – Pevensey Bay

Sue – Langney

### Jo Sansom –Nurse Specialist Prescriber

Jo Sansom updated all on her training, explaining that she has finished her prescribing part of her training. Jo is in charge of District Nurse prescription requests now, ensuring a fast and efficient turn around for our patients. Jo alongside two other nurses is currently undertaking the CASH training course (contraception and sexual health training), previously we had had to send our patients to Avenue House Sexual Health Clinic and are therefore pleased to be able to offer patients more services at the practice, including services such as coils and Implanon.

### **Diabetes**

The prevalence at our practice is above average. Compared with other practices we have been highlighted as providing a very good service. This year our diabetes clinics are going to be more nurse led and patients are only going to be seen by a GP if Nurse feels appropriate or patient requests, all patients care will still be reviewed by a doctor who is trained in Diabetes.

### **NHS Health Checks**

We are going to be inviting healthy patients aged 40-74 for a NHS health check. This is so that we can ensure we diagnose and treat patients with any undiagnosed heart problems, High Blood Pressure or diabetes by doing a range of health checks on them.

### Next of Kin

Previously we had discussed adding next of kin to our newsletter encouraging patient to inform us of their next of kin so we can add it to the computer in case of an emergency. However in hind sight we realised that with our New Patient form we have actually been asking for this information for about ten years and we were worried that if we include it in the next newsletter that this may mean we inundated with information that we already know about. All agreed to just use the new patient form.

### Shuttle Bus

Jane updated us as to previous discussion on 24.03.2014 (*extract from minutes*) “Discussion as to some of the services at Eastbourne Hospital going to Conquest Hospitals and how difficult this is for patients and relatives to get to the conquest. Jane came up with an idea of a shuttle bus going between Eastbourne Hospital and the Conquest; there would be no stops in between, literally patients get on at one Hospital and off at the other. All PPG attendees thought this was a good idea and encouraged Jane to write to the Hospital Director, local MP, and the local paper to see if this could be taken forward”.

Jane had heard back from local counsellors, the chief executive of the hospital and the bus companies, and all were in agreement of what a good idea and were in complete support of her idea. Jane informed Kelly that she had not heard back from Dr Martin Writer the chair of our local CCG (Clinical

Commissioning Group). Kelly asked Jane to send her a copy of the letter and Kelly will hand it to Dr Writer next time she sees him to ensure a response. **ACTION KH**

Even though all respondents to Jane's letter were in agreement, no one was able to agree as to who would fund the bus. In Kent a similar bus ran between hospitals and this was funded by the local NHS Trusts. Ken agreed to write to the local council from the Parish Council to ask for support of the bus, to see if this could push Jane's idea any further forward. **ACTION KEN**

### **Pharmacy 2U**

A pharmacy in Leeds has been sending out fliers to patients offering them a prescription delivery service, however on the letter it has our surgery details on it. On closer inspection there is a caption underneath stating that the surgery DOES NOT endorse the company. Kelly therefore said that the company have covered themselves by doing this. Kelly has highlighted this issue with our Medicine Management Team. However Kelly is going to consider writing an article in the next surgery newsletter reiterate to patients that we do not endorse the company. **ACTION KH**

### **Any Other Business**

#### **District Nurses**

Fred asked if you are left with stock and do not have a follow up appointment with the District Nurses or patients have any issues, do patient's contact the district nurses or can they speak to the surgery? Kelly informed all that the District Nurses have their own manager and deal with their own equipment so it best to contact them directly on 01323 514870 (extension 6029). Kelly reminded all that due to the nature of the District Nurses work that when patients call up they need to leave a message as the nurses are out and about all day, however please be reassured that the answerphone is checked regularly throughout the day and patients are always called back.

#### **E-Cigarettes**

Due to a number of complaints about e-cigarettes being used in and around the surgery we have put up notices at all three sites informing patients that they must not be used in the premises.

#### **GP Consultation**

Carol reported that a local resident had informed her that when seeing a GP recently, they had their first problem dealt with however when they went to ask about their second problem, the GP informed that that they would need to rebook. Patient felt upset that they were made to come back when they do not come in very regularly and as so difficult to make appointments at the surgery seemed a waste to have to rebook. KH agreed to discuss with the Doctors. **ACTION KH**

#### **Photo board**

Kelly informed all that we are still working on the photo board and hope to get up at all three sites as soon as possible.

### **DATES FOR PPG MEETING 2014**

07.07.2014

18.09.2014

17.11.2014