

Patient Participation Group Meeting Thursday 17th January 2013 Stone Cross Surgery, 12.00 pm

Present:

Kelly Hartland – Practice Manager
Yvonne – Stone Cross
Ken – Hankham
Sue – Langney
Fred - Westham
Patricia – Pevensey Bay

Michelle Kenward – Deputy PM
Jane - Hankham
Liz - Polegate
Denise - Westham
Sue - Westham
Bernadette- Langney

Apologises

Carole – Pevensey Bay

Minutes

Previous meeting 3rd December 2012 minutes approved.

New Members

Michelle introduced newest member Bernadette and informed all that two more new members would try to attend at the next meeting in February, Sarah and Anne.

Future Meeting Date Changes

Due to clashes with other practice meetings Michelle asked if we could change the April date to Thursday 18th April. The dates following April need to be changed but agreed that they will be arranged nearer the time. The February date remains the same, Monday 25th February.

Telephone system

Michelle informed all that we have just signed up to a new integrated telephone system and currently to get a system like Green Street Practice which we discussed at the last practice meeting our new system is not compatible with.

However when we next have a system upgrade we will look into this once more.

Checking in Machine

Kelly explained that the checking in machine had been discussed at the last practice meeting and the doctors had had mixed opinions on the machine. The Partners asked KH to ask the group if they would be happy to fund raise to help the practice purchase a checking in machine however group agreed that they would be happy to fund raise for equipment such as nebuliser, ECG, spirometry machine but did not feel that it was appropriate to fundraise for a checking in machine as the machine is part of the administration side of the practice.

The group asked Kelly and Michelle to mention to the doctors about the desk at Stone Cross, regarding how busy it is. Group all thought that it might be a cheaper option for the practice to purchase the checking in machine as that is a one off cost with a small yearly maintenance where by a member of staff would be an ongoing cost to the practice.

Michelle and Kelly agreed to bring up again with the Doctors as to how busy the desk is at Stone Cross and will report back at the next meeting as to the outcome. **ACTION**

MK/KH

Volunteers

Discussion surrounding using volunteers to help the practice (like the Hospitals do), however due to the type of work involved at the surgery all of our duties include confidential and private information (unlike the hospital who have volunteers working at the shop, taking the trolley round the wards, etc).

It was agreed that this would not be suitable for the Practice.

Questionnaires

Discussion surrounding the results of the questionnaire, however we so far only have had 300 back so are awaiting a further 100.

Group agreed that next year some of them would be happy to help collate the results of the questionnaire for us.

Discussion surrounding the negative comments from the surgery:

Phone message too long when trying to get through on the telephone: *This is an ongoing issue: and we try to where we can shorten the message, we always do, unfortunately at this time of year, we all agreed that we had to add message regarding flu like symptoms and not coming to the surgery.*

When appointments are full and we ask patients to call back the next day it makes the surgery seem uncaring: *We agreed that it did and we are in the process of looking at our appointment system to try to make the system easier for patients to make an appointment. Kelly also informed all that throughout the month we do lose a lot of appointments due to the surgery helping the hospital by offer a minor surgery clinic, ear Microsuction, Implanon/coils clinics, cryotherapy etc.*

Waiting times to see clinicians: *we are not sure if the patient was waiting in the urgent clinic which would explain the delay. However it is difficult to judge as sometimes the GP may see a patient who needs longer than a 10 minute appointment as they may need admitting into hospital or an ambulance called and therefore this may make the GP run late. All agreed however that although inconvenient to be kept waiting, it may one day be us that is the patient requiring extra time from the GP and that we should be considerate of the patient in front of us.*

Patients finding it difficult to get through on the telephone: *All agreed disappointing to hear that some patients have been unable to get through on the telephone.*

Not being able to see the same doctor again when you have an on going medical problem: *After a long discussion all agreed the importance of follow ups for patients and ideally it is best for patient to be followed up by the GP they had originally seen, however there are occasions where the GP may be on leave where by they do not to see another doctor. However all agreed as an action plan for Kelly to write in the Newsletter about pre-booking to see the GP again if you have been asked to come back in 2 weeks etc. **ACTION KH***

Seating at Stone Cross Surgery, Chairs too close together: *Agreed that seating could be better, Liz also asked if surgery could look at arranging the seating to allow a wheelchair into the waiting room as at the present time there is not the space in the main waiting room only in the second "quiet waiting room". **ACTION KH/MK***

Dictatorial Notices in the waiting room: *All agreed that on looking through our posters we could not identify the offending poster, if the patient who wrote this comment sees this and could expand on their comments we can look at re-wording or removing it.*

Pevensey Bay waiting room smells: *all agreed that we think perhaps it was a smell on a particular day as we have had no other reports from any patients/staff etc so we will presume it was a one off incident.*

Any other business

New Surgery Leaflet

Patricia mentioned that the new practice leaflet reads that when booking a telephone consultation for a patient we can give an approximate time. We are going to change the wording as we are unable to give an approx time as the GP will call in between patients and staff will say for an am call between 8.30 and 1pm and if it is a PM call from 3pm to possibly into the evening. **ACTION KH**

New Doctors

Kelly informed all that we have Dr Woodall (gentleman doctor) starting with us to cover Dr Harrison's maternity leave and we are looking at another lady doctor hopefully to start to cover Dr Van Wyk. We hope to give an update at the next PPG meeting.

Suggested Agenda for the next meeting –

Checking in machine update

Volunteer update

New doctors

Meeting Dates for 2013:

Monday 25th February

Thursday 18th April