

Patient Participation Group Meeting Monday 17TH June 2013

Present:

Michelle Kenward – Deputy PM	Terry - Westham
Bernadette- Langney	Ken – Hankham
Jane – Hankham	Ann - Westham
Corinne – Pevensey Bay	
Denise - Westham	
Fred - Westham	

Apologises

Kelly Hartland – Practice Manager
Liz - Polegate
Yvonne – Stone Cross
Sue – Westham
Carole – Pevensey Bay
Patricia – Pevensey Bay
Sue – Langney

Checking in Machine:

The Doctors have agreed to a checking in machine which will be installed on the 11th July 2013 & training will be on the 15th July 2013 at 11.00am any volunteers for the training please can you email Michelle Kenward.

New Doctor:

Michelle informed all that we have recruited a full time lady GP who will be starting with us in December; she will be taking over Dr Baig's patients.

Building Developments:

We were informed that 600 houses are to be built in Rattle Road; the new development will be run by a Management Company. A new primary school is scheduled to be built in Polegate. A Discussion took place as to how this will affect the practice and how will we manage.

GP Photographs

The Doctors agreed for their photos to be taken and to be displayed at all three sites by Reception. Kelly is trying to find a suitable product so that they can be displayed.

Results Telephone Line

In the last meeting it was mentioned we were going to switch the results line to 12.00 this has not happened as we have decided to keep it at 11.00. The reason is that we have just upgraded our telephone system which has a number of new features, which Michelle showed everyone via a flow chart where our answer phone message has changed & we now have direct dial for the Secretary, House calls, Finance & Insurances. It was reported that this was much better.

Online Upgrade

Michelle mentioned we have received a leaflet from vision to say soon you will be able to view your tests results online for those patients signed up, which also may hopefully reduce the demand on the phone for results.

Online Appointments

We have had a meeting with Scott Pashby our account manager for vision he said they had had a lot of complaints about the vision online appointments and they are in the process of trying to design a better programme. Everyone agreed that it was not easy but liked the prescriptions online. There was some concern as to how secure the results were, however, Michelle reassured everyone that our data is very safe.

Jo Sansom:

Nurse Jo Sansom came in the meeting she informed the PPG she had just completed her second module & would hopefully be able to prescribe in the autumn. Currently she runs First Contact Clinics.

Jo explained that she is the ear care trainer for the whole of East Sussex which means we are also able to run Ear Microsuction clinics here at the Surgery and also able to see patients from other Surgeries.

Jo also discussed forthcoming changes to the Nursing team, as our Practice Nurse Jess will be going on maternity leave in November. We will be having a Nurse join us from another local practice, who will be working with us one day a week to help cover & she has a special interest in Childhood Imms & Sexual Health. Our Practice Nurse Nahed will also be working extra hours.

Katie our Health Care Assistant will be extending her hours & she will be running simple dressing clinics.

Questionnaire

Connie came in to the meeting as she is currently doing an NVQ Level 3 in Business Administration and as part of her NVQ she is going to lead out Patient Survey Questionnaire. A long discussion ensued as to the types of questions/information we would like to put forward and all agreed to keep the questionnaire to as few sheets as possible. Connie is going to draft the questionnaire as per suggestions and send to everyone to get some feedback. **ACTION CAM/MK**

Any Other Business

Facebook/Twitter

Discussion as to whether the surgery has considered a closed Facebook page/ Twitter to enable another form of information to be available to patients who maybe do not attend the surgery very frequently to inform patients of our services. Michelle agreed to speak to Kelly about this. **ACTION MK/KH**

Nomad/Weekly Blister Pack Prescriptions

There was some concern about some elderly patients that were on weekly blister packs who were now receiving them monthly. Connie explained this decision had come from the Clinical Commissioning Group (Previously the Primary Care Trust) to help save the NHS some money. However, Connie reassured everyone that there are some patients who have been kept on weekly prescriptions as they were not suitable to be moved to monthly so if anyone has any concerns over a friend/ relative/ themselves that have been changed, please contact the chemist who will in turn do an assessment and contact the GP.

Practice Booklet

Michelle was asked if we still have a practice booklet with the Doctors qualifications in etc. Michelle explained that we do, however we no longer use a company (due to not being able to make changes), so whereby previously it was a small A5 booklet we now have our own A4 ones. Please see reception if anyone would like one.

District Nurses

Michelle was asked if the District Nurses work from the surgery. Michelle explained they work from Park Practice and are just assigned to the surgery. We only have the same contact number patients have.

Westham Surgery

Michelle was asked if it would be possible in the mornings for Westham patients to be seen before the Stone Cross Surgery turned their phones over. As Westham patients are experiencing problems getting an appointment. Michelle explained that would be very difficult because we have three surgeries & patients often want to see a particular Doctor and will often travel to where the GP is, also for patients ringing up for an appointment at Westham may then not be able to get an appointment. The fairest way, so that everyone has exactly the same chance as anyone else is to keep it fair like we currently have it, that the surgeries are opened up at 8.30am and so are the telephones.

Next Meetings

Thursday 5th September 2013

Monday 21st October 2013

Thursday 28th November 2013