

Patient Participation Group Meeting Thursday 18th April **2013 Stone Cross Surgery, 12.00 pm**

Present:

Kelly Hartland – Practice Manager

Michelle Kenward – Deputy PM

Yvonne – Stone Cross

Denise - Westham

Fred - Westham

Ken – Hankham

Patricia – Pevensey Bay

Terry - Westham

Liz - Polegate

Sue – Langney

Ann - Westham

Carole – Pevensey Bay

Corinne – Pevensey Bay

Apologises

Sue - Westham

Bernadette- Langney

Jane – Hankham

Minutes

Previous minutes from 25th February 2013

Checking in Machine Demo

Kelly informed all that the GPs have agreed for us to purchase a checking in machine and we have our computer company “Vision” coming out on Monday to give a demonstration.

Checking in Machine update: Kelly and Michelle met with Vision the computer company to have a demonstration of the checking in machine on Monday 22nd April 2013.

Unfortunately the machine will not be able to distinguish if the patient is booking in at Stone Cross but their appointment is at one of the branch surgeries, for example the machine will be placed at Stone Cross and if a patient comes in for an appointment at Westham the machine will mark them in.

We are therefore going to speak to another surgery that like us have branch surgeries to see how they got around this problem or whether we just need to display above the machine “if your appointment does not say Stone Cross please see reception”.

Once we have placed the order it will take approximately six weeks to arrive and then we will have a training day once it has arrived. Our patient participation group have said that they will be happy to help on the “go live” day with helping patients to use the checking in machine.

New Doctor

Kelly informed all that we are still actively looking for a full time doctor.

QUAT – Quality Assessment Tool

We went through the practices QUAT results. We are in the top performing practices scoring fourth overall in our area. However we do have a few red areas that we would like to concentrate on in particular our phone access.

Phone Access:

We were very disappointed that we were amongst the lowest scoring practice for our patients being able to get through on the telephones.

We are not sure whether this result is historical from where our phone system had a problem or whether we still have a problem in this area.

Kelly and Michelle are very keen to prioritise this problem and have called the telephone system out to look at our phones again to see if we can perhaps make our phone system more user friendly for instance more patients being able to get into the queue system.

We are also going to trial a new system which offers the patients more choices on the phone so that they can speak to the right person faster. We are going to have an option to speak to our secretary, finance department, insurance and claim form queries, booking medicals, booking home visits and more importantly and answer phone which you can leave a message if you need to cancel an appointment. We hope that this will free up the phones to make getting through to make an appointment easier.

The group also decided to change the results option on the phone, from results being available after 12 rather than the original after 11 to also help patients just wanting to make appointments/queries be able to get through quicker.

Pevensey Bay Waiting Room Update

The Pevensey Bay carpets are being cleaned on Friday 19th April 2013 in the hopes that this will eradicate the strange smell which has been reported from the patient survey and from PPG members themselves who have visited the surgery.

Questionnaire 2013/2014

AOB

Patricia asked if it might be possible to have the clinical staff member's photographs with their name available at all three sites so that the patients can get to know who is who. Kelly said that she will ask the GPs at the next Practice Meeting.

Next Meeting Dates

Monday 10th June 2013

Thursday 5th September 2013

Monday 21st October 2013

Thursday 28th November 2013