

**Patient Participation Meeting  
Minutes of Meeting  
18.09.2014**

**Attendees:**

Michelle Kenward – Deputy Practice Manager

Jo Evenden

Emma - Westham

Fred – Westham

Ann – Westham

Ken – Hankham

Patricia – Pevensey Bay

Bernadette – Langney

Terry – Westham

Sue – Westham

Sue - Langney

Jane – Hankham

**Apologies for absence:**

Yvonne – Stone Cross

Liz - Polegate

Carol – Pevensey Bay

Sally – Stone Cross

Denise – Westham

**Patient Questionnaire**

MK informed all that we needed to come up with questions for 2014/2015

Questionnaire – The main question we have been asked to put in is "would you recommend the surgery to friends and family".

It was suggested we started with something positive i.e.

- What do you like about our surgery?
- Is there a service we don't offer which they would like to see?
- Do you use alcohol gel? Please remember to use

**Appointments**

MK explained due to Dr Harrison leaving & Dr Price being unwell we were not pre booking any appointments, which so far has actually been working really well with appointments still being available in the afternoon and no DNA (did not attend).

**Drs Rota**

Patricia asked would it be possible to put a notice up as to what GP would be working at Pevensey Bay. Michelle explained due to Drs Holiday, Specialist Clinics, Sickness & three surgeries this would be very difficult to arrange.

**Eastbourne, Hailsham and Seaford CCG forum meeting**

Fred informed us the next meetings our 24<sup>th</sup> September where there will be a speaker from care in the home group & 26<sup>th</sup> November where there will be a speaker from Alzheimer's society.

**Friends of the Surgery**

Yvonne e-mailed and although she is unable to attend she wondered if we would consider the following, *others' views about some points in a CCG paper from April.*

*One is whether the practice would like to have a 'Friends' of the surgery group, perhaps to raise money for 'extras' such as nebulisers to loan to asthmatics?*

*The other is whether a 'virtual' group to complement the actual PPG meeting would enable us to get the views of patients who work during the day or young mothers for example. They could participate by email.*

It was decided to talk about it at the next meeting when hopefully Yvonne would be able to attend.

### **Flu Clinic**

MK explained that after our walk in clinic on Saturday there would be more clinics but patients need to phone next week to check when the clinics would be. We had also started compiling our housebound flu list.

### **Problems when surgery is closed**

MK explained we had been having a few problems when the surgery is closed with teenagers coming into our car park in the evenings. We had also had some lead flashing stolen from the roof. Police have been notified. We have informed our Landlords so they can see what can be done to make it more secure. We have also had one of our CCTV cameras re positioned.

### **Shuttle Bus**

MK has passed all the information to Diane Playford at the CCG. Other surgeries in the area thought it was a good idea.

### **Check in Machine**

Vision our Computer Company have set our check in machine to the lightest touch.

### **Gillie**

MK informed all that Gillie Andrews the new Practice Manager starts on Wednesday 24<sup>th</sup> November. All agreed that it would be nice to meet with Gillie before the next PPG meeting on Monday 17<sup>th</sup> November. MK to arrange date and let all know.

**ACTION MK**

### **Next Meeting**

Monday 17 November