

Patient Participation Group Meeting

Minutes of Meeting

21.10.2013

Attendees:

Kelly Hartland – Practice Manager	Ken - Hankham
Michelle Kenward – Deputy Practice Manager	Terry - Westham
Patricia – Pevensey Bay	Liz – Polegate
Fred – Westham	Ann – Westham
Yvonne – Stone Cross	Sue – Westham
Denise – Westham	Carol – Pevensey Bay

Apologies for absence:

Jonathan – Eastbourne	Sue – Langney
Jane – Hankham	Bernadette – Langney
Corinne – Pevensey Bay	

Patient Participation Clinical Commissioning Group Forum Update from the meeting on Thursday 17th October

Terry and Fred discussed the above meeting. They were concerned that some of the patient groups seemed more involved and up to date with the changes within the NHS than us and had a more formal approach to their meetings. After a long discussion within the group all agreed that current set up of meetings is working well however all agreed that they find Dr Maung very useful to have at the meetings to update all on the changes within the NHS. MK to arrange for Dr Maung to be present at the next meeting. **ACTION MK**

All agreed it would still be an idea to see if we can get a parent of young children to join the group. MK is therefore going to design a flier to be handed out to the parents bringing in their children to the immunisation clinic. **ACTION MK**

Flu Update

MK updated all on recent flu clinics. All those who had been to the surgery walk in clinics agreed that they had worked really well. Discussion surrounding next year's flu clinics to try and get as many patients as possible to attend the Stone Cross Clinic rather than the smaller branch surgeries. Surgery to make it clearer to patients why it is important for them to try and attend the Stone Cross site, as we have more space, therefore can have more clinicians and staff and we therefore can cope with high numbers of patients attending where as the smaller branch sites Pevensey Bay and Westham, it can become a health and safety issue with lack of parking around the area having large volumes of patients attending.

Dr Sue Tran

Dr Sue Tran introduced herself to the group and discussed growing up and studying in Eastbourne and her career so far.

Shingles

MK informed all that currently there is a national shortage of the shingles vaccine and is awaiting notification to be able to order more vaccine.

Any other business:

Dr Reva

KH informed all that whilst Dr Reva is on maternity leave her patients will temporarily be under the care of Dr Sue Tran to make sure that they get continuity of care over this period. Group thought it would be an idea to get posters displayed at all three sites with regards to this to make sure patients are informed. **ACTION MK/KH**

Quiet Waiting Room

Few members of the group commented that a number of patients were not using the quiet room as a "quiet room" and there have been occasions of chatting and loud talking. All agreed difficult to enforce however MK said that she would type up a poster to display in the quiet waiting room as a gentle reminder to patients. **ACTION MK**

Self checking in machine

Fred found when he was seated in the Stone Cross waiting room that patients were using the check in machine one after the other and were not using the hand wash. KH therefore agreed to display signs to ask patients to please use the alcohol gel after using the machine. **ACTION KH**

Patient Record Requests

Ann asked regarding the process of patients registering at a new surgery and the notes being requested and what happens if there were to be an administration error and a patient's notes were requested by the health authority in error. KH reassured all that in that situation the practice would re-register the patient.

Toys in the waiting room

Group asked regarding the toys in the waiting room and were they cleaned regularly. KH reassured all that our cleaning company has a scheduled antibacterial clean for the toys.

Phone Book

Ken informed KH that the surgery in the phone book is still appearing as Dr M I Baig and Partners, Westham Surgery. KH is going to look into. **ACTION KH**

Tap in the back Car Park

MK was informed that one of the surgery's outside taps is permanently dripping. MK to inform the surgery maintenance man Gordon. **ACTION MK**

Commissioning Group Meetings

Fred said that he was happy to attend the commissioning group meetings on behalf of the patient participation group where and when he can. All agreed that Fred would be perfect to represent them and thanked Fred for going and reporting back to the surgery.

Next Meetings

Thursday 28th November 2013