

Patient Participation Group Meeting

Minutes of Meeting

24.02.2014

Attendees:

Kelly Hartland – Practice Manager

Michelle Kenward – Deputy Practice Manager

Fred – Westham

Yvonne – Stone Cross

Carol – Pevensey Bay

Denise – Westham

Jane – Hankham

Ann – Westham

Ken - Hankham

Sue – Langney

Apologies for absence:

Patricia – Pevensey Bay

Liz – Polegate

Sue – Westham

Terry - Westham

Bernadette – Langney

QUESTIONNAIRES

Discussed the most recently completed patient questionnaire results. Comments about improvements to the surgery from the patient's were discussed

- **More Disabled Parking:** this is something which we have previously tried to increase at Stone Cross. *Extract from minutes from 09.01.2012: Disabled parking bay: KH informed group of the outcome of moving the disabled parking bay at Stone Cross Surgery. Unfortunately the parking bay would be in the road which would be dangerous and the cost came to just under £800.*
- **Recorded message too long.** This is something which we are always looking at within the surgery. *Agreed to add this as one of our "Agreed Practice Actions" below.*
- **Reception being understaffed and that there are sometimes long queues.** On discussion with group we all presumed this comment is to do with Stone Cross. We are hoping that with the new check in machine this will eliminate the long queue as patients can check themselves in. it is difficult to stop a queue forming as some patient queries can be complicated matters that take the receptionist a longer time to deal with.
- **Appointment times too short.** Appointments are for ten minutes. It is up to the GP to inform the patient if they need a longer appointment slot, for instance for a joint injection or a minor procedure. They will make sure that the patient has an appointment slip with the information ticked so that the receptionist can find a suitable day and time. Some patients complained that one particular GP cut them off half way through the consultation as the ten minutes had passed and were told to book another appointment. KH will discuss with the GP's. **ACTION KH**
- **Difficult to pre-book appointments.** The surgery works on a system where by patients can pre-book however because there is only limited availability, this system tends to only work where by a patient is happy to wait up to two weeks ahead. If the patient is after an appointment "tomorrow" or in "a couple of days time" then this is where the patient needs to telephone on the day they would like to be seen at 8.30am.
- **Difficult to see your own GP or the same GP you saw previously.** We are in the unfortunate situation where by we have three sites this means that local residents who are unable to get to Stone Cross have the opportunity to see a GP at their local GP surgery. We also have a couple of part time GPs which makes it difficult to see them, if you are acutely unwell on a day when they do not work. Our computer system lists in date chronological order your visits, so that if you do need to see another GP your symptoms and medical history and medication are all clearly listed so that the GP can note your history and treat you accordingly. If the doctor has asked you to come back to for review in one/two or a month's time, then at your appointment they should hand you a slip with this information to hand to the receptionists so that she can pre-book an appointment for you.
- **Check in machine does not tell you if you have marked in and you should be at one of the branch surgeries (Pevensey Bay and Westham).** We have already taken action on this point

and we have put a notice above the machine to inform patients that if after twenty minutes they have not seen the clinicians name appear on the Jayex board (patient calling display board) to see reception. Also, receptionists and GPs are aware of the issue and if a patient is delayed due to this fault the doctor is always happy to wait for them at the branch site.

- **Difficult to get an appointment at Pevensey Bay Surgery.** We are aware of this problem and we are going to write in the newsletter, that if possible can patients who can get to Stone Cross book appointments here to leave the Westham and Pevensey Bay surgery for those patients who are unable to get to Stone Cross. *Agreed to add this as one of our "Agreed Practice Actions" below.*
- **More clinic's at Pevensey Bay Surgery.** Unfortunately we are limited due to space and accessible consulting rooms.

After discussion we all agreed on the following actions for the practice to take from the questionnaires and work on:

Agreed Practice Actions 2014:

- **Online Appointments and Prescription:** To promote patients being able to book appointments and prescriptions online. KH is going to add information on the next patient newsletter. **ACTION KH**
- **Minor Injury Service:** Kelly and Michelle to ensure as many patients as possibly know that we can deal with minor injuries here and what a minor injury consists of. To advertise this Kelly is going to find out if we can advertise on the parish website and perhaps on the village's notice boards. We are also going to make sure that our website highlights this also to patients. We have only recently advertised this service in the practice newsletter and are considering e-mailing this out to all patients whom we have an e-mail address for. We all did agree however, that the question in the patient questionnaire could have been worded in a more understandable way as "minor injury clinic", we do not actually have a specific "clinic" we run a "minor injury service". We also at the Practice need to ensure that patients understand what we mean by a minor injury. **ACTION MK/KH**
- **Recorded Surgery Telephone Message:** Kelly and Michelle to relook at this as may need re-tweaking to remind patients that the reason they are listening to the long recorded message is because they are on hold waiting for their call to be answered. However we will relook at the answer phone to see if we need to change or re word the recorded phone announcement. **ACTION MK/KH**
- **Appointments at Pevensey Bay & Westham Surgery.** Kelly to write in the next Patient Newsletter, that if possible can patients who can get to Stone Cross, to please book appointments here and to leave the Westham and Pevensey Bay surgeries for those patients who are unable to get to Stone Cross. **ACTION KH**

Action plan agreed to be completed by 01.06.2014

Other comments about the Patient Questionnaire

The Practice is so pleased that so many patients (192) had found it easier getting through on the telephone.

Overall the surgery is really pleased with the results of the survey with both staff and doctors receiving lovely comments.

ANY OTHER BUSINESS

Practice Patient List Increase

Ann asked how the surgery is going to cope with the increase in patient numbers as the new homes in the area are being built. Kelly informed all that as the practice patient list size increases we will look to take on more doctors.

Consultations at Pevensey Bay and Westham

Yvonne asked if doctors working at Pevensey Bay and Westham Surgery were able to access all the same data as at Stone Cross, for instance, test results, x-ray, previous consultations etc. Kelly reassured all the same information is available at all three sites as patients records are electronic so can be viewed at any site and all information is included.

Housebound Patients Care

Kelly reassured all that patients who are unwell and need medical attention that are unable to get to the surgery due to their condition, the GP will assess them over the telephone and if needed will go out to patient on a home visit. Housebound patients requiring dressings, blood tests etc. The surgery, if required, will arrange for these to be done through the District Nurses.

Medication Changes

Discussion as to why sometimes patient's medications are changes or quantities changed. Kelly explained that all surgeries through the CCG (clinical commissioning group) have a medicines management team. Medicines management is an evidence-based approach to prescribing which balances the safety, tolerability, effectiveness, cost and simplicity of treatments. Good medicines management means that patients receive better, safer and more convenient care.

Medicines management includes:

- Giving unbiased information about medicines and treatments
- Supporting practitioners and patients to make best use of medicines
- Minimizing the harm caused by medicines
- Developing local guidelines to optimize the management of conditions
- Communicating with local hospital trusts

PPG Forums

Fred updated all that at the most recent PPG forum he had been to, he was impressed how far advanced he found our group compared with some of the others, with regards to our patient questionnaire. Liz was due to attend with Fred but due to prior commitments is now unable to attend.

Discussion as to some of the services at Eastbourne Hospital going to Conquest Hospitals and how difficult this is for patients and relatives to get to the conquest. Jane came up with an idea of a shuttle bus going between Eastbourne Hospital and the Conquest; there would be no stops in between, literally patients get on at one Hospital and off at the other. All PPG attendees thought this was a good idea and encouraged Jane to write to the Hospital Director, local MP, and the local paper to see if this could be taken forward.

DATES FOR PPG MEETING 2014

17.04.2014

07.07.2014

18.09.2014

17.11.2014