

# **Patient Participation Group Meeting Monday 25<sup>th</sup> February** **2013 Stone Cross Surgery, 12.00 pm**

## **Present:**

Dr Maung  
Michelle Kenward – Deputy PM  
Yvonne – Stone Cross  
Denise - Westham  
Fred - Westham

Kelly Hartland – Practice Manager  
Terry - Westham  
Jane - Hankham  
Sue - Westham  
Ann - Westham

## **Apologises**

Carole – Pevensey Bay  
Ken – Hankham  
Liz - Polegate  
Sarah – Stone Cross

Sue – Langney  
Patricia – Pevensey Bay  
Bernadette- Langney

## **Minutes**

Previous meeting 17<sup>th</sup> January 2013 minutes approved.

## **Newspaper Article on Patients Confidential Records**

Dr Maung reassured all that the NHS does not share any identifiable patient data with external companies and that we only share patient information which are relevant to the patients care, for example the hospital when we refer patients.

## **Clinical Commissioning Group/ NHS Update**

Dr Maung spoke to the Group about the changes within the NHS and how this will affect practices taking over the budgets from the PCT starting April 2013.

## **Checking in Machine**

Kelly informed all that the GPs have agreed for the Practice to purchase a checking in machine and that we are currently awaiting a demo from the company who supplies the machine.

## **Doctors**

Kelly updated group with regards to the new doctors starting at the practice. Dr Harrison's replacement will be Dr Woodall (male doctor) who will start in March as Dr Harrison is going on maternity leave.

Dr Alwash (lady doctor) starts in April who is going to be working one day a week for the practice.

Dr Baig is going to stay on at the practice until September whilst we are in the process of recruiting another doctor. Dr Tran is going to take on Dr Van Wyk's patients.

## **2013 Surgery Survey Results**

Survey now included the further 100 questionnaires completed by our patients. We discussed suggestions, improvements and GP comments.

PPG agreed that the following actions they would like the practices objectives to be which are as follows:

1. Patient checking in machine – *Kelly is already in the process of arranging a demonstration of the patient self checking in machine and hope that if the machine works with our surgery set up, by the summer, the practice will have one installed in Stone Cross. This will make it easier for patients to check themselves in leaving the desk available for queries and booking future appointments.*

2. More pre-bookable appointments. *We have analysed our patient demand and our capacity. Based on the findings we have changed one of our Doctors half days off and increased our 'on the day' appointment capacity by 14 face to face apps and 6 telephone appointments on a Tuesday, which is our 2nd busiest day. We have also employed a Nurse Practitioner who is offering us an additional 45 appointments per week, worked around patient demand. We have also changed when we run some of our clinics to ensure they do not clash with the top 3 demand days.*
3. Smell at Pevensy Bay in the waiting room. *Michelle and Kelly are going to investigate this problem.*

Some of the patient comments we feel we have already tried to action or have now been resolved are as follows:

1. "No children waiting room". *We have set up in the second waiting room a "quiet waiting room" which we had hoped could be a peaceful place with no music and a no speaker television for those who would like to sit quietly.*
2. Ability to make appointments over the phone in advance. *We are able to book approximately six weeks ahead so we are surprised that this patient was unable to book in advance. We also offer "on-line appointment bookings" as well and hope that in the future with software developments that patients will also be able to book telephone consultations with their GP and book appointments with the nurse.*
3. More phone lines. *The surgery has recently identified a fault with our phone system affecting two incoming lines. Our telephone company has resolved the issue and both Kelly and Michelle since the lines have been fixed have not been informed of any difficulties with patients being unable to get through and hope that this has now resolved the problem.*
4. Open at weekends. *The surgery currently runs an out of hours service on a Thursday morning between 7am-8am and on a Saturday morning. However these appointments are for pre-booked appointments only and are not available on the day.*

#### **Any other business**

Fred asked Dr Maung about the "free medicine checks" available from the pharmacy's. Dr Maung informed all that this is a very worthwhile service, as pharmacists are highly trained and can spend time with patients to go through their medications with them, you will be able to find out more about your medications, identify any problems and help you to take your medications in the best way. It is particularly helpful with conditions such as asthma or chronic obstructive pulmonary disease to ensure that patients are using their inhalers correctly as technique is very important.

Ann queried if we send our patients to the hospital to have their blood taken. We informed her that all blood tests, other than Warfarin checking, are performed at the surgery.

Yvonne asked whether we are still advertising on our television screen the number of patients who have DNA their appointment recently. Kelly informed her that it does.

Terry asked whether the surgery was going to be able to cope with the increase of patient numbers as new housing estates were being built within the Westham area. Kelly said that we do have capacity to take on more patients currently.

Dr Maung asked if any of the group would be interested in joining the clinical commissioning group as a patient representative to let Michelle know. **ACTION MK/KH** *KH informed that the post has already been filled.*

#### **Meeting Dates for 2013:**

Thursday 18<sup>th</sup> April