

Patient Participation Group Meeting 01.12.2011

Stone Cross Surgery, 12.00 pm

Present:

Kelly Hartland – Practice Manager

Michelle Kenward – Deputy Practice Manager

Dr Sithu Maung

Fred - Westham

Denise - Eastbourne

Susan – Langney

Kenneth – Hankham

Liz – Polegate

Patricia – Pevensey Bay

Apologises:

Yvonne – Stone Cross

Grace – Pevensey Bay

Susi – Eastbourne

Carole – Pevensey Bay

Sue - Westham

Minutes

Previous meeting 10.10.2011 minutes approved.

Ear Microsuction

KH asked everyone if they could fill in a questionnaire provided by the local health authority with regards to ear microsuction. There were however a couple of comments made by members of the group. Firstly, they did not feel that the questionnaire explained what microsuction actually was and secondly, not one of them had had micro suction and they therefore felt unable to comment. MK to inform the Primary Care Trust. **ACTION MK.**

Commissioning

Dr Maung gave an up date on commissioning and agreed to come and talk in a few months with a further up date.

Patient Survey Questionnaire

The group agreed that the questionnaire was greatly improved, with just a couple of minor adjustments to do. **ACTION MK.** It was agreed that the finished questionnaire would be e-mailed for the group's approval and distributed to 250 patients for completion.

Flu Clinics

Group complimented the surgery on how well organised the flu vaccinations clinic were this year.

Phones

Since the implementation of the extra phone lines KH and MK agreed that we had not received any more complaints/comments from patients about not being able to get through on the telephone.

Apollo/harbour Practice

GH who was unable to attend the meeting asked MK to mention on her behalf that it would be nice if the GPs who are referring patients, if they can please let the patient know where they are referring them to so that they know who they will be hearing from. MK to speak to GPs. **ACTION MK**

Patients who do not attend appointments

MK and KH are still looking into this matter.

Accident and Emergency Attendance

KH & MK will be investigating patients who attend A&E during surgery hours with conditions/symptoms that could have been dealt with at the surgery. MK & KH are going to create a letter which can be sent to patients who could have used the surgery instead of attending A&E. **ACTION MK/KH**

Meetings

GH had asked MK to mention in the meeting whether every now and again meetings could be held at Pevensy Bay Surgery. MK brought up in the group today however it was felt that Stone Cross has better parking facilities and is more private being in the second waiting room (Pevensy Bay only has the main waiting room which may not be available as doctors and nurses sometimes run until 12.30).

PR said that she would be more than willing on Thursday meetings to pick up anyone who was unable to get to Stone Cross.

Any other business

None

Next Meeting

Monday 9th January 2012 at 12.00

Dr Van Wyk will be our next GP for the meeting

Agenda

Prescribing (Dr Van Wyk)
Appointment system
Any other business

Future dates:

Thursday – 01.03.12
Monday – 14.05.12
Thursday – 28.06.12
Monday – 06.08.12
Thursday – 04.10.12
Monday – 03.12.12