

Patient Participation Group Meeting 01.03.2012

Stone Cross Surgery, 12.00 pm

Present:

Kelly Hartland – Practice Manager

Michelle Kenward – Deputy Practice Manager

Dr Ajaib Bansel

Fred - Westham

Denise - Eastbourne

Kenneth – Hankham

Liz – Polegate

Carole – Pevensey Bay

Sue – Westham

Sue – Langley

Apologises:

Patricia – Pevensey Bay

Yvonne – Stone Cross

Minutes

Previous meeting 9th January 2012 minutes approved.

Patient Questionnaire

MK went through final outcomes from the patient questionnaires.

- Ceiling speakers: MK informed group that an engineer would be out in the next few weeks to disconnect the speaker connect to the second waiting room so that patients have a choice of a “quiet waiting room”.
- “Quiet Waiting Room” sign has now been added above the second waiting room. “Meeting in progress” sign also has been completed and added to second waiting room sign. Previously we had used a piece of A4 paper which we agreed did not look as nice as a professional sign.
- MK has added a note onto the Jayex board to inform patients that there can be a wait in the urgent clinic. MK also informed group that she is also going to get a message added to the TV screen as well for information for patients.
- MK informed group that the poster for all three sites is nearly finalised. The reason it has taken longer than hoped is due to MK asking every member of staff for there ideas and for services and MK has only recently just heard back from everyone.
- Phone lines: MK said that since the questionnaire, we had not had any complaints from patients not being able to get through. This change incorporates more staff on the phone during our busiest times 8.30-9am and 2.00-2.30pm and the two extra phone lines put in.

Group agreed that a time scale of 31st march 2012 to get all the outcomes of the patient questionnaire completed was a realistic time frame. **ACTION MK/KH**

Snow

MK informed group that since the bad weather spell at the surgery three grit bins have been installed around the car park. This will make gritting the pathways and car park much quicker and easier to do.

New Members

KH discussed with group new members joining as we have a waiting list. Group agreed that at the next meeting we will look through interested applicants.

Test Results

SL asked KH/AB the practice procedure for following up blood/urine results if a patient forgets.

KH informed group that all patients who come in for a blood/urine investigations are handed a slip see below which informs patients that it is their responsibility to find out the result

BLOOD/URINE/SWAB TESTS

It is your responsibility to contact us after your test for your results. This must be done by yourself (unless you are under 16) in which case it is your parent's responsibility.

*Your results should be ready in approximately 1 week (please note x-rays may take up to 2 weeks). Please contact us after **11.00 am** Monday – Friday on (01323) 761461.*

Thank you.

KH/AB informed group that at the surgery over 1000 blood/urine/swab results are performed and unfortunately we do not have the staff available to contact all of these patients with their results.

Doctor First

KH informed the group that the practice is considering trialling a new system called "Doctor First".

Some local Practices in the area are currently trialling the system and before we go any further we are awaiting their feedback. If the feedback is positive the Practice is going to have a training session and group agreed a member of the patient participation group would like to be there which was agreed.

Any other business

Phone lines being closed between 1-2pm. KH said that most Practices as far as she is aware also close the phone lines at lunch time. However, KH is going to do a local survey to see if this is the case. KH also said that it is very difficult to stagger lunch breaks and keep the same standard of service of having a number of staff on the phone. However this is something which the Practice is going to continue to look at.

Next Meeting

Monday 14th May

Jo Sansom our Practice Nurse will join us at the next meeting

Agenda

To be agreed one week before the next meeting

Future dates:

Monday – 14.05.12

Thursday – 28.06.12

Monday – 06.08.12

Thursday – 04.10.12

Monday – 03.12.12