

# **Patient Participation Group Meeting Monday 3<sup>rd</sup> December**

## **Stone Cross Surgery, 12.00 pm**

### **Present:**

Kelly Hartland – Practice Manager  
Carole – Pevensey Bay  
Ken – Hankham  
Sue – Langney  
Fred - Westham

Michelle Kenward – Deputy PM  
Yvonne – Stone Cross  
Jane - Hankham

### **Apologises**

Sue - Westham  
Denise - Westham

Liz - Polegate  
Patricia – Pevensey Bay

### **Minutes**

Previous meeting 4<sup>th</sup> October 2012 minutes approved.

### **Questionnaire**

KH showed an example from another practice, which all agreed could be incorporated into our survey this year. We discussed keeping the back page of last year's questionnaire which rated patients' experience with the clinician they saw; all felt that this was very important. All agreed instead of these just being handed out to patients seeing a GP that they should be handed out to patients seeing Nurse/HCA/Phlebotomist.

### **Phone lines**

KH informed all that we had asked our phone system company to look into the problem of patients being unable to get through on the telephones. They came out to surgery and did, in fact, find a programming error. The phone company sorted this immediately and since the problem has been rectified we have not had any verbal complaints regarding patients not being able to get through on the telephone.

### **Dr Tran**

Dr Tran is currently working part time but, from 2013, will be full time.

### **Doorstep Appointments**

We are currently trying to discourage patients from queuing on the doorstep to book an appointment and are trying to encourage patients to ring up for an appointment. KH will also be adding this into the Practice Newsletter.

### **Pre-book Appointments**

MK explained that pre-booking a doctor's appointment only works if you would like to book an appointment one week plus in advance but does not work for patients who want to be seen within the next few days, for example, patients who call on the Monday and request to be seen on the Tuesday. It also depends on whether you mind which GP you see and if you do only want to be seen by your GP, it again differs depending upon whether they work part time or full time. KH is going to mention this in the next newsletter as well.

### **Princes Park Meeting**

Fred and Jane discussed meeting with Mr Jelloo, Consultant Orthopaedic Consultant, at Princes Park. Both found the meeting very interesting.

## **Appointments**

We discussed Yvonne's e-mail about a friend who is registered at Green Street Practice who, after 4.30am, can book an appointment to see their own GP via an automated message on the telephone. KH is not sure that our telephone system is compatible with our computer system to be able to do this but we will look into this and report back at the next meeting.

## **Dr Harrison**

We are delighted to announce that Dr Harrison is pregnant and expecting her second baby in April. We are currently looking for a doctor to cover her maternity leave.

## **Quality Assessment Tool**

Discussion surrounding the Practice's recent assessment. Stone Cross, Pevensey Bay and Westham Surgery are in the top 10% of practices and rate 3<sup>rd</sup> overall.

## **Additional Patient Participation Group Members**

We are going to try and advertise to get more patients involved in the group and will again advertise in the patient leaflet and on the Jayex board.

## **Checking in Machine**

We are currently still looking into getting a checking in machine, we are waiting to speak to our computer system trainer to see if it will be viable because of having the three sites. We should know more at the next meeting.

## **Vision On-Line**

Discussion surrounding using the on line appointment booking service (called Vision on-line). A few people had experienced difficulties with logging onto the system, however one tip is to use CTRL and click on the link in the email from the surgery, which one patient said made it easier to find the "register tab". If anyone is still having problems logging on please contact the surgery and we will direct you to George/Connie who are our in-house experts of the online system!

## **Suggested Agenda for the next meeting –**

Questionnaires

Checking in machine

Appointments via telephone system

## **Meeting Dates for 2013:**

Thursday 17th January

Monday 25th February

Thursday 11th April

Monday 20th May

Thursday 4th July

Monday 19th August

Thursday 10th October

Monday 2nd December