

# **Patient Participation Group Meeting Thursday 4<sup>th</sup> October**

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

### **Present:**

Kelly Hartland – Practice Manager  
Carole – Pevensey Bay  
Ken – Hankham  
Sue – Langley  
Patricia – Pevensey Bay

Michelle Kenward – Deputy PM  
Sue – Westham  
Denise – Eastbourne  
Yvonne – Stone Cross

### **Apologises**

Fred – Westham

Jane - Hankham

### **Minutes**

Previous meeting 28<sup>th</sup> June 2012 minutes approved.

### **Dr Baig**

Kelly informed whole group that Dr Baig will be retiring at the end of March 2013 and that Dr Baig's list will be taken on by our new partner Dr Tim Tran.

To let all patients know about Dr Baig's retirement, letters will be given to all patients attending the flu clinics, notices will be available at all three sites, including the jayex (calling board), practice newsletter, practice website, prescriptions etc.

There will be a book at all three sites which patients can write in for Dr Baig wishing him well for his retirement.

### **Dr Tran**

Dr Tran introduced himself to the PPG group and he talked about growing up and studying in Eastbourne and his career so far.

PPG agreed as a whole that it would be nice for Dr Tran to write a paragraph about himself which we can add to Dr Baig's retirement letter so that his patients can get to know him better. Dr Tran thought that this was a good idea.

### **Flu Clinics**

Kelly asked if any of the PPG would be able to help with the flu clinic. All thought it would be an idea to maybe ask a few patients for a couple of positive comments about the surgery and comments on improvements/changes that could be made. Also it was thought that information on the patient participation group should be available to see if anyone is interested in joining.

Kelly informed PPG that we do not need any volunteers for the Pevensey Bay flu clinic due to space constraints but thank you very much for offering.

### **Travel Forms**

Ken asked why the patient detachable part of the form was on the second to last page which meant patients had to pull whole form apart and reattach. Michelle said that the

nurses had recently highlighted this and the form had already been changed so that the patient's part of the form is now at the back, so it is therefore easier to detach.

The whole form was discussed, to see if there was any way of shortening it as it is so long. After a long discussion it was agreed that the first question may not be needed and Kelly will speak to the nurses to see if question definitely required, but that the other questions are valid but that the form should be looked at regularly to see if it can be cut back. **ACTION KH**

### **Any Other Business**

*Care for the Carers:* Liz asked if our Practice's status regarding Care for the Carers. Kelly informed Liz that we are hoping for a four star status and that our member of staff who deals directly with Care for the Carers for our Practice Katie is up for an award.

*Physiotherapy:* Kelly informed the PPG that Physiotherapy are going to be offering community clinics and are interested in using Westham surgery and are currently in talks with the surgery.

*Bexhill Meeting – Changes to Our Hospital System –* Michelle informed group that Fred was not able to come to the meeting but had shared his thoughts on the meeting. Yvonne also discussed the meeting as she also had attended. Both said that a lot of the people who went had not read the relevant correspondence, so there was a lot of time wasted as people did not understand what was being said so were asking lots of basic questions. Also a number of people were not interested in the main issues and were asking questions about their own problems, so more time was wasted going over the same sort of issues which was disappointing.

*CCG (Clinical Commissioning Group):* Kelly informed group that Dr Maung and Dr Tasharofi were speciality leads in the new CCG.

*Drug Representatives:* Patricia asked about drug representatives coming into the surgery. Kelly said the surgery sees medical reps occasionally but they never influence our GPs prescribing

*Local School:* Ken asked if the surgery would be willing to work with the school next door on information about the surgery. Kelly said that we would be happy to and asked Ken to e-mail Michelle with the details. **ACTION KS**

*Telephone Appointments:* Patricia asked if staff could let patients know a rough time when booking in a telephone consultation as to morning or afternoon. Michelle said that she would remind the staff to let patients know times and perhaps to give a mobile number where possible so that patients can still go out for day. **ACTION MK**

*Appointments with a doctor:* Michelle brought up another one of Fred's comments from his e-mail as a number of our patients had been to him with appointment issues. Kelly said that we have received a number of complaints about our current appointment system and that this is something we are addressing and it is going to be an agenda point for the next meeting.

*Patients who failed to attend for their appointment:* A long discussion was held surrounding our appointment system and patients who fail to attend for their

appointments, the idea of texting patients was mentioned and this is something that the practice is going to look into to try to help prevent DNA's from occurring. We are also going to update our DNA information to a more current month than the one currently showing. **ACTION DM**

### **Agenda**

Appointments

Questionnaires for 12/13

Further points to be agreed one week before the next meeting

### **Next Meeting:**

Monday 3<sup>rd</sup> December