

Patient Participation Group Meeting 01.12.2011

Stone Cross Surgery, 12.00 pm

Present:

Kelly Hartland – Practice Manager

Michelle Kenward – Deputy Practice Manager

Dr Heinrich Van Wyk

Fred - Westham

Denise - Eastbourne

Kenneth – Hankham

Liz – Polegate

Patricia – Pevensey Bay

Carole – Pevensey Bay

Sue - Westham

Yvonne – Stone Cross

Apologies:

Grace – Pevensey Bay

Sue - Langley

Minutes

Previous meeting 01.12.11.minutes approved.

Patient Questionnaire

KH went through questionnaire results. Group agreed that next questionnaire we would rephrase some of the questions as the answers on a few of the questions may not be 100% accurate as the patient may not have understood the question.

Question 5, “Did you know we offer telephone appointments”, we need to clarify that this is an appointment with the doctor.

Question 6, “Thinking back to when you needed to see a doctor quickly, were you able to get an appointment that day?” we need to change “quickly” to “urgently”, as patients may misinterpret the question.

Additional comments and improvements that we as a Practice are going to look into and try to implement from the questionnaire are as follows:

- Music in the waiting room at Stone Cross. We are going to turn the second waiting room into the “quiet waiting room”; we are going to disconnect the speakers so no music is played into the room.
- KH is also looking into for the main waiting room, a license for the radio rather than having a CD going round on repeat.
- Services offered at the surgery. A number of patients have written down requests for additional services which we already have available but they however were not aware of. MK looking into an A2 poster for each of our surgeries to put on the notice board.

- Patients who come into the surgery to make an appointment may not be aware that we offer “doctor appointments over the telephone”. We are therefore going to remind staff when patients come in to make an appointment to offer them this service as well as this may be more appropriate.
- MK is going to look at putting a message on the Jayex board regarding doctors running late.

Overall the questionnaire was very encouraging with some lovely comments about the surgery, staff and doctors.

Prescribing

Dr Van Wyk asked group if they had any comments/ concerns with prescriptions which were as follows:

- Size of tablets, some are so very small. *Unfortunately the size of tablets is out of the practices hands as it is the manufacturers who determine the size of tablets.*
- Letters to patients regarding changing their medication. *Dr Van Wyk went through the process of how we search patients medications and then we write up a standard letter and these letters are then sent out to patients, the groups tend to be around 200-500 patients. It is therefore difficult to personalise each letter. However at the bottom of the letter we do write, please contact your GP should you have any queries.*

Dr Van Wyk would also like to add into the minutes, if the group have any suggestions as to how we can communicate the medication changes based on cost to patients more effectively to avoid making them upset/angry, we would be very grateful for your thoughts.

- Synchronisation of items being ordered on repeat. *By ordering tablets just once a month will help the practice streamline prescribing at the practice. Unfortunately different medicines come in boxes of different quantities, some in boxes of 28 and others in 30. KH thought it would be a good idea to make all items on patient's prescriptions 28 and will be finding out from the chemist if this would be possible. We are also in our next newsletter and putting in the Parish Pump information about synchronising patients prescriptions by speaking to their pharmacist.*

Any other business

Disabled parking bay: KH informed group of the outcome of moving the disabled parking bay at Stone Cross Surgery. Unfortunately the parking bay would be in the road which would be dangerous and the cost came to just under £800.

Parking at Pevensey Bay Surgery was also discussed. KH is looking into local businesses allow our patients use of their car park during our opening hours.

Next Meeting

Thursday 1st March

Dr Bansel will be our next GP for the meeting

Agenda

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