

Patient Participation Group Meeting 10.10.2011

Stone Cross Surgery, 12.00 pm

Present:

Kelly Hartland – Practice Manager

Dr Harrison

Michelle Kenward – Deputy Practice Manager

Fred - Westham

Denise - Eastbourne

Sue - Westham

Susan – Langney

Kenneth – Hankham

Grace – Pevensy Bay

Liz – Polegate

Carole – Pevensy Bay

Apologises:

Yvonne – Stone Cross

Minutes

Previous meeting 25.08.2011 minutes approved. Kelly asked the group if they had any objections in the minutes being available on the surgery website. The group agreed to this.

Meeting Dates

Kelly informed group that next years meeting dates would be included in the minutes. KH asked everyone if they were still happy to meet alternate Monday/Thursday every 6-8 weeks. The group agreed.

Attracting new members to the Patient Participation Group

Kelly informed group that the advertisement in the school newsletter had not attracted a parent of young children to our group and that we would continue to advertise within the surgery.

Answering the telephones

Kelly informed the group that in November more staff are going to be answering the telephone to try and make it easier for patients to get through. Extra staff will be answering the phones in the mornings up until 10am and between 2 - 2.30pm in the afternoons.

Disabled Parking Bay at Stone Cross Surgery

Kelly has spoken to the land owner of the car park to enquire about moving the disabled parking bay from by the bins (opposite chemist) to the front of the surgery doors. We are awaiting his response.

Radiology Results

Kelly explained that she no longer needed to write to the Hospital as a patient recently informed us that they had been told by radiology to wait two weeks which is the correct amount of time.

Sample of previous patient complaints

Kelly discussed with the group some examples of anonymous complaints the practice had received. These were discussed and it was agreed that getting though to the practice on the telephones was main priority and this was being worked on.

Questionnaire

The group went through suggestions for the questionnaire. The draft document is attached. Any further comments or suggestions need to be made before or during the December meeting as the questionnaire will be finalised within this meeting. Group agreed.

Patients who do not attend appointments

The group thought it would be prudent for Michelle to work out for the last month the DNA (do not attend) rate of appointments. It was also suggested that patients who DNA on a number of occasions are written to. **ACTION KH/MK**

Urgent prescriptions

The practice was asked to make sure that patients who need urgent prescriptions are catered for when it is a practice close down afternoon. Kelly will email all staff to say that urgent prescriptions should be made available at 11.45 on close down afternoons. **ACTION KH.**

Any other business

None

Next Meeting

1st December 2011 12-1pm.

Dr Maung will be our next GP for the meeting

Agenda

Commissioning.
Patient questionnaire.

Future dates:

Thursday - 01.12.11

Monday – 09.01.12

Thursday – 01.03.12

Monday – 14.05.12

Thursday – 28.06.12