

**Patient Participation Group Meeting 14<sup>th</sup> May 2012**  
**Stone Cross Surgery, 12.00 pm**

*Present:*

*Kelly Hartland – Practice Manager*  
*Michelle Kenward – Deputy Practice Manager*  
*Jo Sansom – Practice Nurse*  
*Fred - Westham*  
*Jane – Hankham*  
*Denise - Eastbourne*  
*Kenneth – Hankham*  
*Liz – Polegate*  
*Carole – Pevensey Bay*  
*Sue – Westham*  
*Yvonne – Stone Cross*

*Apologises:*

*Patricia – Pevensey Bay*  
*Sue – Langley*  
*Kenneth - Hankham*

**Minutes**

Previous meeting 1<sup>st</sup> March 2012 minutes approved.

**Jo Sansom – Practice Nurse**

JS spoke to group about the new microsuction service available.

**Telephone Triage – Doctor First (Update from last meeting)**

KH reminded group that we will be having a meeting with Dr First and we will invite Liz (PPG member) to attend.

**New GP starting**

KH informed group that a new GP has been appointed and will be starting on 1<sup>st</sup> August 2012.

**Radio for Waiting Room**

KH has looked into a radio for the waiting room however with installation and license etc the cost will be approx £500, which is not feasible. However, KH is going to look into a television screen for the second waiting room with the news on mute with subtitles (like the big branch banks have) for patients to watch. KH is also looking to have in the children's area a television screen with children's programs playing quietly. KH will look into costings, speak to GPs and hope to have more information at the next PPG meeting. **ACTION KH**

**GP: Personal Assistant**

The Doctors have employed a personal assistant to make correspondence coming in from the hospital more efficient, by the PA's highlighting to the GP, prescription

adjustment/requests, appointments needed for suture removal/dressings after operations and contacting patients whom have missed appointments.

### **Electronic Prescribing**

KH updated group by informing them that electronic prescribing has been delayed by one month but that it is hoped it will be “live” by July.

### **Any Other Business**

MK informed group that Liz had sent her “Patient Participation Groups, The LINK Vision for East Sussex”. MK will attach alongside the minutes and has asked if everyone could have a read of the information before the next meeting and if everyone could make sure that the PPG meetings are currently being run the way they would like and if they want to incorporate anything extra from the information being sent to let KH & MK know at the next meeting.

KH said that although the patient questionnaire was very helpful, KH asked PPG group to have a think about coming in to the surgery to run a survey with the patients who are waiting to see the doctor.

Stone Cross front counter is very busy and a couple of members of the PPG commented that at times they are marked in late for their appointment as they have had to stand in the queue waiting to be marked in. KH informed whole group that at the surgery we are considering purchasing a check in system. This will then enable the front counter to deal with queries and not hold up the patients just wanting to be marked in.

KH has also found that the front counter is being held up with people dropping in repeat medication requests and KH is going to look at getting a sign to put opposite the automatic doors to remind patients to drop their prescription requests into the letterbox outside.

### **Agenda**

To be agreed one week before the next meeting

### **Next Meeting:**

Thursday 28<sup>th</sup> June 2012

### **Future dates:**

Thursday – 28.06.12

Monday – 06.08.12

Thursday – 04.10.12

Monday – 03.12.12