

**Patient Participation Group Meeting 25.08.2011**  
**Stone Cross Surgery, 12.00 pm**

*Present:*

*Kelly Hartland – Practice Manager*

*Dr Baig*

*Michelle Kenward – Computer Manager*

*Fred - Westham*

*Patricia – Pevensey Bay*

*Yvonne – Stone Cross*

*Denise - Eastbourne*

*Sue - Westham*

*Susan – Langney*

*Kenneth – Hankham*

*Grace – Pevensey Bay*

*Liz - Polegate*

*Apologises:*

*Carole – Pevensey Bay*

*Susi - Eastbourne*

## **Welcome**

The meeting commenced with Kelly thanking all members for agreeing to join the group and introduced herself, Dr Baig and Michelle to them.

Kelly began by informing the group that the government have offered support to all GP practices should they wish to set up a group to obtain the opinions and ideas from their patients. She went on to explain that these suggestions will then be used to help shape future local services and to review how the practice is currently run.

Kelly explained to everyone that a different doctor will be invited to attend each meeting. The group will decide which doctor is most appropriate depending on what the topic of discussion is for that particular meeting.

The members of the group all introduced themselves.

## **Patient Participation Group**

The group were asked for their advice on how we could attract the following types of patient to join our group; a gentleman aged under 50, a young parent and a patient from a minority group.

Kenneth suggested that we could contact the local school (Stone Cross Primary) and advertise in their newsletter for a young parent, who is registered at the surgery, to join our group. **ACTION KELLY/MICHELLE**

Patricia made a suggestion that we could advertise within the surgery, stating dates and times of future patient participation group meetings. She went on to say that this would then enable patients to check and see if this is something that they would be able to attend. **ACTION KELLY/MICHELLE**

Kelly explained to everyone attending the meeting that her mother was chosen to join the group as she fulfilled our requirement of a working person attending Pevensey Bay surgery and was, therefore, offered a place in the group based on this. She was, however, concerned about a possible conflict of interest.

This was discussed at our Patient Participation Training and it was felt that it would be discriminating against her, as a patient, if Kelly refused.

Kelly reassured the group that they would keep their discussion professional and have no discussion, outside of the practice, regarding the group.

Kelly reminded the group that the patient participation group is not for personal agendas or complaints.

### **Ethnic origin.**

The group agreed that we could provide the government and patient population with each member's ethnic origin.

### **Surgery**

Kelly asked everyone if they could go round the room and tell us something they like and something they dislike about the surgery. Their comments are as follows,

Likes;

- Appointments
- The way complaints dealt with
- Local surgery – being able to walk to
- Emergency prescriptions
- Staff, helpful, kind, supportive and nice
- GPs
- Website
- Chemist on site
- Newsletter

Dislikes;

- Bus service Pevensey Bay – *Kelly advertising the Rover in Patient Newsletter and Michelle reminding all staff about the Patient Transport in Pevensey Bay.*
- No phones between 1-2 pm – *Kelly is currently looking into our phone system at the moment and at the next meeting will be talking about ways in which we aim to improve the service.*
- “Fuzzy” appointment system – *Michelle to make sure all staff are aware of being able to book appointments in advance.*
- No well person check when joining the surgery – *Michelle to add to New Patient Form – “you are welcome to book in with our Health Care Assistant for a well person check.”*
- Getting through on the telephone (Kenneth has tried 42 times in the past to get through) – *as above – Kelly will be looking into our phone system.*
- Accessible parking – STX surgery – only 3 disabled parking bays, one of which being by the bins opposite chemist. *Kelly agrees and thinks making all parking spaces outside front door and chemist disabled parking bay would be a good idea. ACTION KELLY*
- GPs attending Pevensey Bay – Patricia asked if it would be possible to let patients know which GP consults on which day at Pevensey Bay. *Michelle to*

*arrange a poster at Pevensy Bay to let patients know which GP attends on each day. ACTION MICHELLE*

- Results – chasing up results constantly. *Kelly said that this is a known problem. The Hospital inform patients to ring for their x-ray/ultrasound/MRI scan after 7 days, however, it usually takes at least 14 days to receive results from the Hospital. Kelly and Dr Baig agreed that a further letter should be sent to the Hospital to ask them to let patients know that it will be at least 14 days until their result is available.*
- GPs running late – perhaps a message on the jayex board (*calling display in waiting room*) – *Michelle to train staff members on adding and changing a jayex board message. ACTION MICHELLE*

Kelly explained that we need to have 275 patient questionnaires completed and that we would like their help with producing the questionnaires. Two examples of questionnaires were handed round and Kelly asked if they could all be returned with ideas/amendments/suggestions to the surgery before the date of the next meeting F.A.O Michelle.

Kelly suggested using the above suggestions when thinking of things to ask on our new questionnaire. How many things we ask our patients is up to the group and the government will accept as many or few questions as you all want to ask. You may, however, only want to ask a few new relevant questions as we have been asking the same ones for years and years and know where we need to improve with most of these.

Kelly informed the group that on previous surveys, and through complaints, the Practice had identified that it could improve in the following areas; access to services/public transport, not having enough appointments, doctor waiting times (GPs running late and patients not being seen on time) and on telephone access. She stated that this is something the Practice is striving to improve on.

### **Next Meeting**

The proposed dates for the next meetings are as follows;

Monday 10<sup>th</sup> October, 12.00 at Stone Cross Surgery in the second waiting room.

Thursday 24<sup>th</sup> November, 12.00 at Stone Cross Surgery in the second waiting room.

Monday 9<sup>th</sup> January 2012, 12.00 at Stone Cross Surgery in the second waiting room.

### **Any other business**

None

### **Agenda for October:**

Sample of complaints the practice has received

Questionnaire

Attracting missing representation

Any other business