

## Green Street Clinic Patient Participation Group

### Minutes Thursday 8<sup>th</sup> March 2012

#### **PRESENT:**

<i>David May (Chair)</i>	<i>Daniela Penge</i>	<i>Heather King</i>	<i>Pauline Widdowson</i>
<i>Emma Ducklin</i>	<i>John Beynon</i>	<i>Andrew Togut</i>	<i>Graham Newby</i>
<i>Kathleen Lewis</i>	<i>Kathy Bond</i>		

Item	Title	6 pm
1.	Apologies	Ron Cussons, Clive Whitburn, Helen Burgess.
2.	Welcome to new members	A warm welcome was extended to Kathleen Lewis and Kathy Bond (acting as Secretary) joining for the first time this evening. David agreed to contact Tove via email.
3.	Minutes of Last Meeting 9.03.12	Agreed. These will now be posted on the practice website.
4.	Patient Survey Action Plan	<p>It was agreed that the survey had been a success and further work was needed on the points raised. David had produced an action plan and points were discussed as follows:</p> <ul style="list-style-type: none"> <li>• <b>Patient Newsletter</b> – there was support for the production of a Newsletter and David offered to compile the first one or two of these, which would comprise of no more than two sides with topics shown in boxes. Kathleen offered to shadow and assist where necessary. The Newsletter would be produced as a Word document for circulation to patients who had provided their email addresses and be available in hard copy in the Surgery. Heather explained that it would not be possible to post copies. Topics to be included are: <ul style="list-style-type: none"> <li>- the Website (including repeat prescriptions)</li> <li>- the PPG</li> <li>- results and action points from the Survey</li> <li>- a 'potted history' of the practice (Daniela to provide)</li> <li>- details of the out of hours service</li> </ul> </li> </ul> <p>The aim was to have the first edition available during the week after Easter which would be circulated to members of the meeting for comment prior to distribution. Thereafter the Newsletter to be produced quarterly with future editions carrying more notices about the Practice.</p> <ul style="list-style-type: none"> <li>• <b>Extended Hours/Access</b> David thanked Daniela for a very helpful explanation of the extended hours service (in particular in relation to Saturday morning surgeries) and it was agreed that the way forward was a discussion within the practice. Daniela to report back to the April meeting.</li> <li>• <b>Repeat Prescription Service via Practice Website</b> It was agreed that more publication was needed about this service (to be included in the first Newsletter). Andrew highlighted the problem of those who did not have access to the Internet – it was agreed the point should be made that using the website was only one way of making requests from the surgery.</li> <li>• <b>Appointments System/Booking Appointments via the Internet</b> Heather said it was important to learn from the results of the survey. However, it was difficult to ascertain the exact problem(s), and make changes, as there were insufficient comments made. The current ratio of appointments was 1/3 in advance and 2/3 on the day and Graham raised the problem of making an appointment for the following day. Daniela said there was reluctance for more advanced bookings because of missed appointments. It was agreed to come back to the May meeting with the number of no shows, how many patients do not get their first choice and any complaints.</li> <li>• <b>Additional Services</b> It was agreed that a schedule of every service currently available together with the available resources be produced before any further decision can be made. Heather to compile this and bring back to the April meeting.</li> <li>• <b>Self Check in System</b> Heather explained the problems associated with this and agreed to report back to the May meeting in the light of available resources.</li> <li>• <b>Waiting Rooms</b> Daniela explained the need for music in her waiting room for privacy reasons. Emma and Graham agreed to look at the comments raised in the survey and</li> </ul>

		<p>report back on all the waiting rooms by 1<sup>st</sup> May. Pauline suggested the provision of chalk/black boards for children and this would be included in the report.</p> <p>• <b>Other items/miscellaneous</b> John and Kathy B agreed to look at this item and report back to the meeting.</p>
6	Structure of Local NHS	<p>Heather gave an outline on the background of General Practice and the NHS and produced a paper showing the relationship of the Green Street Clinic to Surgeries within the Eastbourne Commissioning Group (ECG) and the Clinical Commissioning Group (CCG). There was a useful explanation of the frequently used acronyms – PCT (Primary Care Trust), QOF (Quality and Outcomes Framework - a topic close to Heather's heart and responsible for a large proportion of her workload), LES (Local Enhanced Services including diabetic, sexual health, drug monitoring clinics etc.) NES and DES (National and Directed Services) and ESDW (East Sussex Downs and Weald, our local PCT area).</p>
7.	Area for next meeting	<p>Extended hours          Newsletter          Additional Services          Virtual Focus Group</p>
8.	Any other Business	<p>Heather asked for suggestions for the way forward in relation to those who had expressed an interest in joining the virtual focus group. It was agreed that she would contact those concerned by email to ask for their suggestions and the matter be brought to the next meeting.</p>
9.	Date of Next Meeting	<p>19<sup>th</sup> April 2012 6-7pm (May meeting to be 17<sup>th</sup> May).</p>

Meeting closed 7.25pm