

PRINCES PARK HEALTH CENTRE

Dr Jonathan Andrews & Partners: Partners: Dr J Andrews, Dr K Norwood,
Dr J Rabuszko, Dr S Sorooshian, Dr M Pope, Dr M Stockton and Mr G Willoughby

Dr J Andrews Dr K C Norwood

Dr J P Rabuszko

Dr S Sorooshian

Dr M E Pope

Dr M G Stockton

Dr P C Jain

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**Patient Group Meeting – 16.05.2013**

**1. Chairman’s opening remarks:**

Opening remarks were made by Ian Tulley, to get the meeting underway. Dr Mark Pope was welcomed as visiting Partner.

**2. Attendance and Apologies:**

**Attendees: Apologies:**

Pearch, Linda Cooper, Robert

Pearch, Alan

Triggs Roger

Welton, Mahmud

Green, Pam

Tulley, Ian

Pope, Mark

Bryan-Brown, Pauline

Davison, Margaret

**3. New Member:**

Margaret Davison was welcomed as a new member and introduced to the group by Ian Tulley.

**4. Minutes of meeting held on 04.04.2013:**

These minutes were agreed as a true record of the April meeting and were signed off by Ian Tulley as the Chairperson.

**5. New On – Line Booking:**

We are now up to over 1500 patients registered, with the feedback still very positive. The concern that patients booking appointments on-line would have an advantage over those using the phone has not materialised. This is due to the split between appointments made on-line/phone still being mainly by phone.

Appointments can also be cancelled on line.

**6. Trial Period with a GP answering the phones from 8.30 – 11.00am**

Early days yet, but the new system seems to be bedding in well with good feedback from both patients and staff. Has reduced the number of visits carried out by the duty doctor. Dr Pope helped to clarify the different doctor roles now carried out on a daily basis;

Triage Doctor answered the phones and did visits up to 11.00am, then held their own surgery.

Duty Doctor looks after all the patients who need seeing but could not be fitted in with their normal GP.

Lunch Doctor covers patients and visits over this period.

**7. Plan of action for National PPG Awareness Week**

A rota was agreed when different members would cover morning and afternoon slots during the week. GH to provide clipboards and materials to hand out.

 **8. Feedback from previous Action Points:**

**Action plan with other Eastbourne PPG groups:**

Graham Hunt had been approached by another PPG from Green Street Surgery about the setting up of a Town based PPG, with each surgery providing a member. The major topic for discussion would be the changing face of the NHS. Feedback here seemed again positive the only issue being the mechanics of setting up such a group. To date no progress has been made with the setting up of this new group, will be chased up. In conjunction with this the CCG has invited PPG members and the general public to meet the board, will look to get one of us along. **Action Graham Hunt.**

**Doctor time leaflets:**

It was suggested that with the recent changes made to the doctor clinic times, whether a small leaflet listing when each doctor is in surgery would be useful? No progress to date, but a draft copy to be constructed by the next PPG meeting. It was also discussed at the same time as to whether the weekly GP rota could be displayed at reception for patients to view? **Action Graham Hunt**.

**9. AOB:**

It was mentioned that in the Horder there was too much repeat information on the walls and that some information posted at Princes Park was missed at the Horder i.e recent materials on Breast Screening. **Action Graham Hunt**

**Date of next meeting: Thursday 6th June 2013 at 12.30pm**

All comments and suggestions for agenda to be emailed / phoned through a week before the next meeting – in this case by Thursday 30th May.

Email: grahamhunt@nhs.net Tel: 01323 744635