

## Selden Medical Centre – Patient Participation Group Meeting

Thursday 8<sup>th</sup> September 2016

Present: Dr Suresh Vitta, Yvonne Griffiths, Ann Bates, Jenny Ellis, Sue Acaster, Ian Entwistle, Nancy Bell, Roger Morton, Rosie Gray, Trevor Gray, and Hazel Donaldson.

1. New appointment system. As from the 1<sup>st</sup> October we are planning to revise the appointment system by offering appointments that can be booked 7 days in advance and also 24 hours in advance. Initially we will be trialling a third of pre-bookable appointments, some 7 day and some 24 hour in advance and then a third of the appointments can be booked on the day and a third kept for urgent cases. We intend to review these allocations until we get the percentages right. Once details have been finalised we will be advertising these changes in the waiting room, website and flyers etc. Ideally we would like to stop patients having to come down to the surgery and queue for appointments.

We are also currently monitoring the number of patients who fail to attend appointments that have been booked 14 days in advance.

The doctors will still be handing out “Golden Tickets” for patients that they particularly wish to see in a week or two weeks’ time, but sometime the doctors will indicate on these tickets that the patient can be booked with any doctor, it does not always necessarily have to be the same doctor. The group made a good suggestion that the doctors need to advise patients that they don’t necessarily need to see a particular doctor as all medical records are recorded on the computer for all doctors to access.

2. Hazel advised the group that sadly Dr Holmes will be retiring at the end of September. We are hoping that he may stay to cover a few clinical sessions but will no longer be a partner. Hazel also explained that Dr

Garg is also planning to retire at the end of December. Unfortunately the practice has still not found a replacement for Dr Amit Varma, but Dr Vitta is keen to keep the practice open and we have already secured some long term locums, including Dr White, who will help us out for the next 6 months.

3. We talked about e-mailing prescriptions and Hazel is keen to find out what other practices do. Although most patients can sign up for the On Line service available on the website patients can only order “repeat prescription medications” and sometimes medications are added to “acute” rather than repeat and can therefore not order these drugs, usually these are antibiotics, or new medications that the doctor is monitoring before authorising them as repeats.
4. The group are keen to attend the Flu clinics which are on the 1<sup>st</sup> and 22<sup>nd</sup> October 8.30 am – 11.30 am and hand out flyers to promote the group and to see if we can find some new members.

Hazel has suggested we reduce Trevor’s poster into a flyer to hand out as this contains all the relevant information and we can hand out contact forms if patients wish to join.

5. The group asked Dr Vitta what he wanted from the group and Dr Vitta explained there is some much change going on in the practice he would have a think, but in the meantime he appreciated all the support and the new notice board that the group has produced.
6. Roger Morton asked Hazel to find out why patients cannot “Hive Off some of the Wi Fi so that patients can use while waiting in the waiting room. Hazel explained that the previous answer she received from the CCG was “The Wi-Fi at the practice is for health professionals only, this is run over your existing N3 connection and onto the Sussex COIN network which is a private network for NHS use only.” But she would ask the question again

7. Next meeting will be on Thursday 3<sup>rd</sup> November at 6.30 pm with hopefully some new members.