

Selden Medical Centre
Patient Participation Group Meeting
22 October 2015



Present

Practice Manager - Hazel Donaldson HD
Reception Manager – Teresa Anderson TA

List of patient members available:
AB, PS, YG, SA, JE, RG, TG, KB, RM
(Not published for reason of confidentiality)

Agenda:

- 1. Dr Holmes** HD explained that Dr Holmes had planned to attend this meeting at the request of the group to help them understand more about the financing behind general practice, but AH had recently had an operation and was unable to attend.
- 2. Premises** KB explained how the planning permission for Roffey Homes to develop the Aquarena site had been turned down. He asked HD why the surgery had not showed any interest in developing a new surgery on this site. HD said she thought the practice had expressed an interest, and would discuss with the partners to find out more. HD explained that planning permission was still being sought for a PORTACABIN to be situated on the driveway to accommodate the MIAMI clinic.
- 3. Recruitment and retention** YG had asked to discuss how Selden Road were coping with recruitment and retention. HD was pleased to tell the group that a new HCA had recently been appointed. She is working Monday, Tuesday, Wednesday and Friday all day and Thursday just until 1.30 pm. She is a very experienced HCA and has worked in general practice for a number of years. PS asked if the practice preferred patients to attend the hospital or the surgery for blood tests. HD explained we much preferred patients coming to the surgery, as we know them, we have their full medical notes and can sometimes help patients with other queries when they are here.

HD also explained that we have a new Practice Nurse joining the team at the beginning of November and again she is a very experienced Practice Nurse with lots of experience in General Practice.

HD introduced our new Reception Manager, Teresa Anderson, who has only been in post since the beginning of October. Teresa is keen to improve the services patients receive at reception here at Selden Medical Centre, and would welcome any feedback from members of the PPG.

- 4. MIAMI Clinic** HD explained about the new MIAMI clinic that would be starting from Selden Medical Centre on 1 November. The clinic will be operating from 8.00 am – 8.00 pm Monday – Friday and Saturday and Sunday from 10.00 am – 4.00 pm. During the week the clinic will be run by Doctors seeing patients with minor injuries and minor ailments and at the week-ends nurses will be running the clinics and will see patients for chronic disease reviews, family planning, cervical smears etc.
- 5. Patient and Urgent Care Survey** HD told the group of a survey that patients may be asked to complete to provide feedback to the CCG to share their views on the services they receive at your GP practice and when you need NHS help urgently.
- 6. Annual Patient Participation Group Event run by Coastal West Sussex.** A reminder that this event is taking place on Thursday 29 October from 11.00 am – 2.00 pm at The Causeway – SA would be attending.

7. **Newsletter** HD explained that the practice received quite a few complaints from patients. Most of the complaints are about how to access the appointments system and she is concerned that patients who rarely visit the surgery do not know that they need to ring or contact the surgery at 8.00 am to get an appointment on that day. HD would like a regular newsletter to be available to patients which could be left in pharmacies, libraries, Splashpoint etc where patients who are not regular visitors to the surgery could find out more about what we do and how they can access these services. SA said she might be interested in helping to produce a newsletter and HD suggested looking at other surgery websites to see what other PPG groups produced.
8. **Thanks** HD would like to thank all the PPG members for their commitment and support and wish you a Happy Christmas and a prosperous New Year and looks forward to meeting up with you all again in January.

Meeting closed at 8.00pm
Date of next meeting
Thursday 21st January 20156
@ Selden Medical Centre