

## Newsletter June 2011

The first meeting of the PPG took place on Wednesday 8th June. Present were Paul Hutchins, Lorraine Balcombe, and Brian Ravenett. Tonia Mcburney was unable to attend. In attendance were Dr Michael Sharp, Dr Elaine Clarke and Mike Stemp.

The PPG wishes to invite patients to become members of the group. We are particularly interested to hear from patients who are able to participate and represent local communities covering a cross section of the practice population. Anyone interested should contact Mike Stemp [mike.stemp@nhs.net](mailto:mike.stemp@nhs.net) .

We reviewed and approved the PPG Terms of Reference and discussed how the group will work. The Terms of Reference may be found on our website. We plan to meet every 3 -4 months and inform patients what has been discussed via a newsletter published after every meeting.

The PPG wish to invite Patients to post comments or ask questions via the comments form found at the bottom of this newsletter or on paper via reception. Comments may be anonymous and we reserve the right not to respond.

We discussed the appointment of an additional partner; Dr Rachel McPherson who joins the practice in July. Dr McPherson MB ChB qualified in 1999 at The University of Aberdeen, and has 10 years experience as a GP and is currently working as a Roving GP based at Royal Sussex County Hospital and also works as a part-time GP in Worthing.

The employment of another doctor has given the practice the opportunity to improve our appointment system. There will be more slots available. The new schedule starts on 18th July 2011 and is as follows:

DAY	Dr Sharp Morning Surgery	Dr Clarke Morning Surgery	Dr McPherson Morning Surgery	Dr Sharp Afternoon Surgery	Dr Clarke Afternoon Surgery	Dr McPherson Afternoon Surgery	One GP Evening Surgery
Mon	√		√	√	√	√	
Tues	√		√	√		√	
Wed	√	√	√	√	√#	√#	√*
Thurs	√	√		√	√		
Friday	√		√	√	√	√	

\* Extended surgeries run on Wednesday evenings from 6.30 pm and must be booked in advance.

# The Wednesday afternoon surgery will at 4.30 pm.

We discussed thoughts on moving towards telephone consultations. It was agreed that this is very positive for both patients and in the use of clinical time. The practice will offer telephone consultations for a trial period commencing in early July. Patients may still leave a 'message' for the doctor who will phone back. Patients would have a booked appointment, for a telephone consultation with a doctor. These slots may be used where a physical examination is not necessary. If a doctors slots have been taken then the patient will be offered a telephone appointment with the next available doctor. We suggest there will be up to 6 slots per day per doctor.

(Note request for medical certificates should be made to the receptionist only.)

We discussed a possible trial offering all same day slots from 8.30 for the am and pm clinics. (Eliminating 11.30 call backs) we will review this possibility with the patient PPG at the next meeting.

### **Patient Views and Survey**

We discussed the need to collate patient views via a survey. The PPG agreed that patient representatives would consider what areas should be surveyed at the next meeting. For example making appointments, patient information, clinical care, and patients experience of the treatment/services they receive .Patient's reading this news letter are also invited to make suggestions in the comments box or via our website on the areas they would like to be included in the survey.

The practice team are attending a Priority Planning Workshop in August to discuss local commissioning priorities, local public health needs, local capacity and capabilities of constituent practices & skills development areas. Feed back to the PPG may be appropriate.

The next meeting will be in August/September on a date to be announced.