

QUAYSIDE MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

Wednesday 4th June 2025 @ 6:30pm

NOTES

Due to a confusion about the dates the meeting originally scheduled for Tuesday 3rd June was held on Wednesday the 4th.

Members Present: Paulette Lyden, Maria Kite (Item 4.2 only) Marian Stanley, Margaret Hunt, Maureen Hannington, Stephen Wood, Eileen Wood, Brian Joseph-Horne, Alex Tait (Chair)

1. Apologies for Absence

Gill Cotter, Joan Downard, Jean Irvin, Ruth Nathan, Ruth Rose.

2. Notes of Previous Meeting

1. Accuracy - Agreed
2. Actions - Relevant items are on the Agenda.

4. 2. Appointment booking by telephone: This item was brought forward so that Maria Kite would not need to stay for the whole meeting.

MS had asked why queuing at the door in the morning gets appointments while telephoning results in a long queue. Maria (deputy reception team manager) explained how the telephone system works.

Prior to the current system there were only ten telephone lines, now the internet based system allows an unlimited number of calls to be answered automatically - can have 40+ calls at 8:30am. Only two people answering calls and not all call backs are picked up by patients. Some appointments are available on line. Some days not so many doctors are available so fewer appointments. About 14,000 calls per month but only 4,500 appointments available. Some patients can be referred to a pharmacy instead.

PL is looking at improving the automated message to give information, e.g. no more appointments available - what you should do.

BJH complimented the receptionists' attitudes, politeness etc. AGREED by all.

Maria was thanked for her clear explanation of the system.

3. Moving Forward

3. 1. Newhaven Health & Wellbeing Hub -Communication with patients:

PL reported that the work is progressing to schedule. No photos are yet available for display in the surgery. MS reported that she had heard misinformation about the Hub while waiting in the queue outside the surgery, she had corrected this but felt that an article in Newhaven Matters from the PPG would be useful to put the "real facts". The next edition deadline is 8th August and it was AGREED that the Chair should draft an article with MS. PL said she would consult with Lewes District Council for up to date information.

AT mentioned that several Facebook pages come up on a search for "Quayside Practice" including one in Northern Ireland! PL reported that the current page is "Quayside Medical Practice Newhaven" an older version exists, unfortunately it cannot be deleted.

3. 2. Carers Cafe: EW reported she had contacted the Hillcrest Community Cafe received a positive response and passed the manager's details to AT, who made contact at the cafe. The manager was supportive but suggested that one of the meeting rooms would be more appropriate for a group meeting and the cafe could provide refreshments. The PPG discussed this and questions were raised about the costs and if the practice could help, also which groups of patients could be targeted. Suggested that information providers and support professionals should also be invited. AGREED that we should return to this topic at the next meeting.

3. Young peoples involvement: JI was not present but a message was seen after the meeting reporting no response yet from the school but she is following a link through Healthwatch to the Young Carers Group. BJH suggested that we could ask the Principal to allow groups from the school to see the Hub?

4. PPG Network meeting 26th April: AT reported that the meeting, held in Ardingly, had been well attended and that it had been useful to meet and hear from PPG representatives from across the county. It was clear that PPG experiences are very variable both in the scale of their operations and support from their practices. It seems that we are very lucky in both the support we receive and the quality of GP services patients get. One useful suggestion that arose was that in some practices artwork from local schools is displayed in waiting rooms, this could be considered for the Hub? The meeting was well organised and staffed by NHS Sussex. The notes of the meeting will be circulated to the group when they are received.

4. Practice News

1. Staffing Update: Dr. Murray is returning from maternity leave.

5. Patient Stories

None received.

6. Any Other Business

None.

Dates of next Meetings:

Thursday 4th September at 6:30pm

Tuesday 2nd December at 2pm