

Summerhill Surgery **Patient Support Group Meeting**

Friday 7th December 2012

Attendees – Michael Sellwood, Phillip Rudd,
Rodney Thomas

Apologies – lots due to the dreadful weather!

Introductions

Jackie Horne – Business Development Manager

Discussed with three attendees to post-pone
'official' meeting to ensure there were adequate
numbers in attendance.

Unofficial Meeting

Building

- Discussed proposed plans for the re-development of the surgery site. This is potentially to increase the number of clinical rooms from 8 to 12, the addition of an on-site pharmacy and move the administration team upstairs.
- There is a programme of re-decoration currently being undertaken; the patient

toilets and the entrance porch have now been re-painted. The clinical rooms are next and then the corridor. The patient waiting area is last so that we can make an informed decision about the necessity of re-decoration with regards to the ongoing development plans (the clinical rooms will all stay as they are irrespective of the re-development).

- It was suggested the external hand rail which has been recently painted black should have a 'yellow strip' to improve it's visibility for patients with visual impairments. To be raised with maintenance man.

Surgery Staff

- Introduced Dr Richard Knottenbelt as our new long term locum GP (previously of the Limes in Margate) he has been a GP since the mid 1990s and has worked in Thanet for the majority of his GP career. Dr Knottenbelt will be working everyday except Thursday afternoons.
- Richard Lawson (PM) is currently on indefinite leave and the surgery will update the group when we get any further information.

Appointment System

- Since mid-November we have introduced a new appointment system which includes the re-introduction of Extended Hours. We now open from 7am until 8pm on Mondays, 7am until 6.30pm on Thursdays and 8am until 6.30pm Tuesdays, Wednesdays and Fridays. The system now offers more pre-bookable appointments and the surgery runs a cancellation list everyday which is triaged by the duty doctor. Patients are either offered an emergency appointment, a sit and wait appointment at the end of morning surgery, a pre-book appointment for another day, a home visit or a telephone consultation. In the two months that we have been running the system we have offered something to every patient who has been added to the list and generally we feel that the system offers flexibility to our patients and helps to meet the different daily demand.

Telephones

- We in the final stages of a new telephone system agreement – JH has found a company who has quoted a third of the original £5k; this should be in place by the end of January/beginning of February. In the meantime we have put into place a new

rota which puts an 'admin' person as the back-up telephonist so that there are four people answering four lines. We have not had any official complaints about the telephones in the past two months.

Survey

- We are currently handing out the surveys with a final push in January to complete the process by the next meeting. We are sending the completed survey to the same business as last time to compile and collate the data.

Website & TV

- The website and patient TV need to be maintained and updated; JH commented that this is something the surgery is aware of and is planning to overhaul. Comments were also made suggesting that both systems should be utilised to update and inform patients about the services we offer as well as promoting healthy lifestyles and educating patients on topics such as signs and symptoms for diseases such as skin cancer. This is something that we are planning to do; other areas we were also planning to include are A&E, out of hours

services, the practice survey and online scripts and appointments. It was also mentioned that the blue background and white text was hard to read; suggested to change it to black text with a yellow background.

NEXT MEETING

Friday 8th February 2013 at 11am, St Mark Church Hall.