**The Limes Medical Centre**

**Patient Participation Meeting 23rd October 2018**

**All Present:**

Marie Micallef (Chair), Mike Couchman, Ian Alltoft, Audrey Creed, Martin Welch, Julie Sandum (Practice Manager), Errol White (Assistant Manager) and Dr Hugh McCafferty.

Apologies: None

1. **Agree Minutes of Last Meeting**

All discussed and agreed meetings should last no longer than 90 minutes and should be every 3 months. (MM) explained reasons behind each agenda item, all agreed to keeping this as the agenda at all times until each item is dealt with or no longer needed.

1. **Surgery Reports and/or New Initiatives**

Discussed the upcoming Haine Road Surgery, this has a expected finishing date of March 2020. This will mainly be covering patients in Ramsgate and Broadstairs.

Discussed new opening times of surgeries, they are now open 8am-8pm Monday to Friday in a shared manner, The Limes stays open till 8pm on Monday’s and Thursday’s and Bethesda Medical Centre is open till 8pm on Tuesday’s, Wednesday’s and Friday’s. Patients requiring a late appointment on a day their surgery is not open till 8pm can be seen at the surgery that is open till 8pm, which means patients can be seen till 8pm Monday to Friday.

Practice Managers do need training and qualifications to be a Practice Manager. (JS) If she was to leave the practice the assistant manager would take over.

1. **Missed Appointments Reviewed and How To Improve**

(EW) informed DNA appointments are currently consistent and the statistics recently were; September 242 (equivalence of 7.2 GP days lost), August 210 and July 215, on average the DNA’s range from 180-245 a month and the statistics show that twice as many will be by females.

Discussed patients are currently removed after 3 DNA’s, they first get a warning letter, 2nd a more serious letter advising another DNA could result in removal and 3rd removal letter. Patients are given 3 reminder text messages if they have a mobile and have the option to cancel their appointment via text message. It was agreed this is a fair policy but also agreed that patients that constantly DNA should be assessed for the reason for this initially.

(MM) Pointed out that all these DNA’s contribute to the strain on GP appointment availability.

Patients now have access to appointments 7 days a week, by the new 8am-8pm opening times as mentioned above as well as appointments now being made available at the QEQM Hospital under the ART team at the weekends, bookable on a Friday via GP Surgeries, this helps to relieve pressure on the ever growing appointment demand.

1. **Garlinge Surgery Update**

(JS) Informed an application to close Garlinge Surgery had been submitted which have been declined but we have been allowed to bring in/reduce the catchment area, patients already registered, that are now outside the catchment area will remain registered. Garlinge will close in the future but no time expectancy can currently be given.

(JS) Advised an application to close Garlinge on Monday and Thursday afternoons (days the Limes Surgery open till 8pm) is being put to the CCG, patients can put their thoughts/opinions regarding this suggestion in by completing a patient participation form up until 22 November 2018. (EW) will look into adding the participation form onto the website and adding it to reception noticeboard.

1. **GP Recruitment Update & Patient Numbers**

(EW) In March 2016 total surgery patients were 11200, September 2016 was 14700 and most recently on 19 October 2018 the total is 16579, (EW) estimated the surgery will have 20000 patients by the year 2021.

Patient list is currently open for new registrations, CCG has rejected applications to close the list.

There are 3 GP’s (2 partners full time and the 3rd part time), regular locums (1 which may join permanently) who circulate in the local area allowing for some continuity with patient care, 1 Paramedic Practitioner, 1 Advanced Clinical Practitioner and 1 Clinical Pharmacist twice a week (gives extra support/reducing workload to GP’s by doing medication reviews and dealing with medication changes).

The GP’s currently have approximately 5000 patients each, the guideline is 1700 patients per GP which equates to the surgery needed 6 regular GP’s to accommodate the current numbers.

Westgate surgery’s catchment area, the CCG have been in discussion with them regarding boundary changes.

1. **NHS Surveys; Friends & Family / Practice / Results / Feedback**

Discussed surveys are a great tool to prioritise things that need attention, agreed to select surveys to assess/discuss at the next meeting. Currently patients who have had an appointment receive a text message to complete a survey via text message. (EW) advised reports from current surveys are monitored regularly. NHS choices, noticed to have bad feedback this is generally due to dissatisfied patients are more likely to use this tool to express their opinions more than patients that have good experiences.

1. **Practice Improvement Plan**

(HMC) Mentioned the possibility of a walk in centre for the Limes Surgery, but this is only currently in very early discussion.

1. **Newsletter**

Discussed need for a Newsletter, if it was necessary when we have a website with regular updates, will have a summary for patients available in the surgery instead.

1. **Date of Next Meeting**

Monday 21st January 2019 from 14.00 – 15.30

(EW) Agreed will send out reminders of meeting nearer the time.