



NORTHDOWN SURGERY

PATIENT PARTICIPATION GROUP

Meeting held 13th July 2022

Attendees:

Patients: JD (Chairman, patient), JC, CK, BB, PR, TK, MD, RM, DD, TN.

Surgery staff: Louise Dobbyn (Deputy Practice Manager)

1. Welcome and Introductions

The meeting was opened by JD who welcomed everybody and introduced the surgery members present at the meeting. Unfortunately the previous secretary has had to stand down so we were looking for a volunteer for not only vice-chairman but also for secretary.

Apologies for absence

Dr Peshen

2. Minutes of the last meeting

These were read and it was agreed by JD and LD that a couple of points needed amending.

3. Chairpersons Report – appended to these minutes

Discussion points from this report will be covered in Any Other Business

4. General discussion

New Premises were discussed along with how many GP's we have and how many were full time etc.

As LD was the only staff in attendance, JD suggested we wait until the next meeting to discuss the above with Dr Peshen. The relocation of the stroke unit to Ashford was also discussed and how this is life threatening to the Thanet population

5. Date of Next Meeting

Wednesday, 2nd November 2022 at 6.30pm in the surgery waiting room.

Practice Manager's Report – November 2022

We continue to monitor and improve processes to ensure that our practice runs as smoothly as it can, given the clinician staffing levels we currently have.

APPOINTMENTS

In the month of August we did

eConsult: 220

Telephone Consultations: 583

Face to Face Consultations: 2,219

Clinical letters received: 2,914

Lab reports received: 2,527

Prescription Items issued: 18,717

Patient messages: 248

Missed Appointments (DNA's)

In August, there were 207 missed appointments out of a possible 4,684 booked appointments (4.4%).

New Telephony System

We have been live with our new telephony system since 1st August and we have had some great feedback from our patients, the call back option seems to be especially popular!