

Notes and Action Points from the NLS PPG meeting held on Tuesday 10 April 2018 at New Lyminge Surgery

Present: Yvonne Noble Marie Hunnisett John Martin
Sally Russell Jacqui Blandford Ian Blandford

- 1 Apologies: Jane Watts and Peter Stratton (who has resigned from the PPG due to work pressures. YN expressed her thanks for his contribution since the setting up of the PPG in 2014)
- 2 Review of previous APs:
 - AP20 – Patient Survey – Agenda item 4 – discharged
 - AP21 – Appointment availability record – MH. This record was undertaken but discontinued as it was over the holiday period and was not therefore representative. **ONGOING**
- 3 Telephone system update. MH outlined the problems which the Practice and its patients had experienced since the installation of the new telephone system in early December 2017. The ongoing faults have caused issues for patients and led to many complaints. MH had reported all issues raised to BT and Open Reach but it has taken many weeks for the problems to be resolved. The system finally seems to be working and MH has written a strong letter of complaint to BT customer services
- 4 Patient Survey – initial feedback – YN
70 survey forms had been completed, 69 of which praised both the healthcare professionals and the reception/admin team. The main concerns were:
 - Telephone issues -
 - difficulties in getting through to book appointments
 - not being permitted to book an afternoon appointment in the morning
 - phone lines not open early enough
 - ring back facility no longer available

- phones not open all day

On-line access

- many respondents were unaware of the ability to book appointments and order repeat medication on line

Appointment availability

- not enough appointments available on-line
- unable to make follow up appointment at reception
- later and weekend clinics to be available

General comments

- repaint lines in car park
- Practice leaflet out of date

All of this information has been shared with the Practice Manager and response will be published in a PPG Newssheet to be available shortly.

AP22 – YN/MH

5 AOB

5.1 Repaint car park lines

5.2 Remind staff to wear name badges as previously agreed

5.3 Are there any plans to enlarge the car park?

5.4 Flu dates for 2018 for next meeting agenda

6 Date of next meeting - TBA