

**NOTES AND ACTION POINTS FROM NEW LYMINGE
SURGERY PATIENT PARTICIPATION GROUP MEETING
HELD ON MONDAY 5 SEPTEMBER 2016**

Present: Yvonne Noble (Chair) Marie Hunnisett (Practice Manager)
Dr Ros Powell Sally Russell Jane Watts John Martin and
Cleo Smith

Apologies: Peter Stratton

1 Introductions and welcome. YN welcomed all to the meeting

2 Review of previous APs:

AP13 – Flu Clinics – Agenda item – discharged

AP15 – Telephone – Agenda item – discharged

AP16 – Age UK – Agenda item – ongoing

AP17 – Virtual PPG Panel – YN/MH – ongoing – YN and MH to
Put up a poster asking interested patients to advise the Practice of
their email address. YN and MH to then meet to set up the virtual
panel.

3 Telephone System – all clinical team members are reminding patients
to ring in for test results after mid-day. There is a poster in the surgery
advising this to patients. Hopefully this will relieve pressure on calls
during hours when patients are booking appointments.

4 Flu Clinics – Open clinics are arranged for Saturdays 1 and 15 October.
Unfortunately the Lyminge Newsletter has published a very confusing
article for both Lyminge surgeries, requesting that patients make an
appointment for a flu jab. This could cause a huge volume of phone
calls from patients trying to book flu appointments when none are
necessary for the open clinics. There will be posters in the surgery,
AGE UK, the pharmacy and other locations advising patients of the
dates of the open Saturday flu clinics. Prescriptions will also have a
reminder on them. CS advised that AGE UK could provide transport if
patients required it. MH would ensure that the Lyminge Newsletter for
October would contain the correct flu clinic details.

5 AGE UK – YN advised that she had spoken with the Practice Manager
from Oaklands surgery who thought that there was AGE UK info at

the surgery. CS will visit Oaklands.

CS advised that the AGE UK outreach services are busier. Also that Lyminge AGE UK will be taking part in the Integrated Care Project due to begin on 1 November 2016.

6 CQC Report – the Practice had received the CQC report which shows an overall score of GOOD. The Practice felt that, following very good feedback on the day of the inspection, they might have received a score of outstanding in some areas.

MH also advised the group that an annual fee is payable to the CQC, this year that has risen to £2100 from £625 in previous years.

7 A.O.B. – None

8 Date of next meeting - TBA