**NOTES OF THE Patient Participation Group Meeting**

**held on Monday 25 April 2016**

**at New Lyminge Surgery**

**Present:**

Yvonne Noble (Chair ) Marie Hunnisett (Practice Manager) Dr Jonathon Bryant, Jane Watts, Sally Russell, John Martin, Peter Stratton.

1.      Introduction, apologies and welcome. YN welcomed all to the meeting.

There were no apologies.

2. Review of previous APs: AP11 - Discharged AP 12 -  CQC has requested involvement of the PPG at the upcoming Practice Inspection, MH will advise members of the date - all agreed that they would be prepared to be involved if necessary. JM offered to assist JB with his Practice presentation which is a requirement of the CQC Inspection.

       **ONGOING** - MH AP13 -2015 Flu clinics - Discharged

3. Telephone System - ongoing Agenda item - continues to be under review. There was some discussion around ongoing patient difficulties in getting through; GPs will see all under 5s, even if no appointments free and anyone who has experienced problems with getting a morning appointment will be given an afternoon slot when they do manage to get through - in exceptional circumstances. There was also discussion about how on-line appointment booking can be increased. All new patients will be given an application form for on-line access.

        **This will be an agenda item for the next meeting.**

4. Return of Dr Powell from maternity leave - covered successfully by sessional GPs.

5.  Extended Hours - are now available on alternate Saturday mornings – pre-booked appointments – and alternate Tuesday evenings until 20.30. These clinics are showing good take up.

6. Age UK. The Manager of the Lyminge Age UK has asked MH if the surgery can promote its services within the surgery. JW will meet with the Manager and report back. **See attached notes of this meeting.**

7. NLS PPG - there was discussion around the current PPG membership and it was agreed that we would try to recruit additional members. YN will provide a hardback folder for the waiting room, to contain the PPG Terms of Reference and details of what a PPG is. Also some forms for anyone wanting to join this group.

8. A.O.B - Possible closure of the Lyminge Pharmacy - JB said that the Practice is actively supporting the Pharmacy in its bid to avoid having its dispensing licence removed. Also JB feels that the Pharmacy is unlikely to close as it serves a large community and has much local support.

9. Date of Next Meeting - Monday 4 July 2016 at NLS at 18.30