

Notes and Action Points from the NLS PPG Meeting held on Tuesday 17 October 2017 at 1pm at New Lyminge Surgery

Present: Yvonne Noble Jane Watts Peter Stratton Jacqui Blandford
Ian Blandford and Marie Hunnisett

Apologies: John Martin Sally Russell and Cleo Smith

1 Introduction, welcome and apologies:

YN offered apologies from JM SR and CS and welcomed Jacquie and Ian Blandford to the meeting

2 Review of previous APs: AP18 – the virtual panel has been set up and new members are being added as and when they express interest in joining this panel – Discharged

AP 19 – PPG Newssheet- YN had produced a newssheet in August. This had been put onto the Practice website and copies were placed at the reception desk. YN will produce a second newssheet later on in the year – Discharged

3 Telephone System update. MH confirmed that the Practice has ordered a new telephone system to be installed within the next few weeks. This system will allow for flexibility and growth as the need arises.

Once the system is installed calls will be answered away from the main reception; this will improve patient confidentiality. The new system is compatible with the ringback service.

4 2017 Flu clinics – the clinics, held on 30 September and 14 October were very successful with over 775 vaccines being given. The open surgeries were well attended and there was very minimal waiting time.

5 AGE UK update – CS was unable to attend. MH confirmed that the Care Coordinator from AGE UK and associated with NLS was proving very successful with patients.

6 AOB.

6.1 YN confirmed that the PPG would carry out a third Patient Survey in the New Year. MH said that text messaging could possibly be used for this for those patients who did not come into the surgery.

AP20-YN

6.2 The Folkestone East GP Practice is planned to close and all local Practices have been asked to register some of their patients. NLS has taken some who live within its Practice boundary.

6.3 There had been discussion around availability of appointments etc so MH will undertake a record in the next few weeks.

AP21-MH

7 Date of next meeting – TBA but will probably be held at 1pm