**Notes and Action Points (APs) from the Patient Participation Group meeting held on Monday 17 August 2015 at New Lyminge Surgery**

Present: Yvonne Noble (Chair) Dr Jonathan Bryant Peter Stratton

Marie Hunnisett (Practice Manager) Sally Russell Jane Watts

**1 Introduction and welcome:**

YN welcomed everyone to the meeting which had been delayed, for a variety of reasons, since May 2015

**2 Review of previous APs:**

**AP003 -**Practice details in local newsletters. MH had investigated this

but due to the cost of entries in all newsletters had decided that the

Practice details would continue to appear in the Lyminge Newsletter

only. **Discharged**

**AP008** - Name badges for Practice staff. These have been provided.

**Discharged**

**AP009** - Current patient survey. See agenda item 3

**Discharged**

**3 Patient Survey Report**

YN had summarised the recent survey forms and outcomes were

discussed. The main feedback from patients was very complimentary.

Issues of concern were: the telephone system, appointments and

medication reviews.

**Telephone System:** The Practice has investigated the costs of a new

system and decided that, at present they would not proceed as the

Practice is expanding and a more radical change to staffing levels etc

in due course, would be a more appropriate time for a new telephone

system to be introduced.

**Appointments:** there was still concern from patients that they were

unable to book appointments in advance - the Practice does offer this

pre-booking service and it is well advertised, particularly the on-line

opportunity for pre-booking. JB confirmed that the GPs will pre-book

an appointment for a patient during a consultation if a review is

required. It was agreed that reception staff could use their discretion

to book an afternoon appointment for a patient who had not been able

to get through on the telephone during the morning before available

appointments had been booked. **AP010 - MH**

**Medication Reviews:** JB confirmed that the Practice was responsible

for calling in patients, on long term medication, for blood tests and

medication reviews.

**4 Flu Campaign -** there were a number of suggestions for advertising

the 2015 campaign. MH has placed notices in newsletters and handed

out posters which the group will arrange to have displayed in their

own locations; shops, cafes etc. MH will contact Radio Kent nearer

the time as they may be prepared to give the details as part of their

Public Service role.

**The 2015 open flu clinic is to be held on Saturday 3 October 9-3**

**5 Care Quality Commission Report -** MH distributed copies of the

CQC Intelligent Monitoring Report which JB discussed with the group.

The survey is available on-line for patients to see. The Practice ratings

in terms of patient contact are above average. It was suggested that the

results be shown on a notice in the waiting room with details of how

patients can access the full report.

**6 Future meetings -** no discussion

**7 A.O.B -** None

**8 Date of Next Meeting - Monday 23 November 2015**