

## **Notes and APs from the NLS PPG Meeting held on Tuesday 26 March 2019 at New Lyminge Surgery**

**Present: YN SR JW JM and MH**

- 1 Welcome Introduction and Apologies: YN welcomed all to the meeting and extended apologies for absence from JB and IB
- 2 Review of Previous APs: 22 & 23 – Discharged
- 3 Telephone Access: MH advised that appointment demand had been high over the preceding 3 months as is usual for the winter period. This has resulted in the phone lines being very busy but there have been no complaints from patients and the new phone system has somewhat eased the pressure. All requests for GP appointments are being triaged by reception team and calls are answered away from the front desk
- 4 On Line Access: NLS are constantly promoting this and have received a directive from NHS England to make 25% of all GP appointments available on line from 1 April 2019. Currently NLS put 10% on line as very few patients register for on line access. Any appointments not taken from on line booking are used for on the day telephone bookings. A much higher number of patients use on line access for repeat medication orders. There is a need for on line access to book appointments to be increased; this obviously eases pressure on the telephone lines.
- 5 Clinical system – planned change: NLS will be changing its clinical system in mid September. This will mean some disruption for patients and the Practice team and the Practice will operate emergency clinics for a day or so. Patients who are currently registered for on line access will need to register for the new clinical system; this will hopefully be done via a

mobile phone or email link. More details to be confirmed.

6 Spring Newsletter: the PPG and NLS have issued a joint Newsletter. This is available on the NLS website and at the Surgery.

7 AOB:

7.1 NHS England have assured all dispensing practices that there are no issues in respect of drug supplies due to Brexit.

7.2 2019 Flu Season. NLS have a provisional date for delivery of flu vaccines for this year and have planned clinics for Saturday 28 September and Saturday 12 October 2019

8 Date of next meeting: June TBC