

Notes and Action Points from the NLS PPG meeting held on  
Monday 3 July 2017

Present: Yvonne Noble, John Martin, Jane Watts, Peter Stratton  
Marie Hunnisett and Dr Ros Powell

Apologies: Sally Russell and Cleo Smith

1 Introduction and welcome: YN welcomed all to the meeting.  
There had been no meeting since September 2106 for various  
reasons but an update on APS had been sent out in April 2017

2 Review of Previous APs:

AP 17 – virtual panel – MH confirmed that there had been 7  
expressions of interest from patients wanting to be part of the  
virtual PPG panel and this has been set up. Copies of notes of  
meetings will be emailed to the panel members and they will  
be invited to request items to be included on the agenda for  
subsequent meetings.

**AP18 YN MH**

3 Telephone System: The Practice is currently obtaining quotes  
for a new system

4 2017 Flu Clinics: the Practice will hold 2 Saturday clinics on  
30 September and 14 October. Advertising will begin in the  
local newsletters in August. The clinics will be run by all of  
the Practice Healthcare team from 9-1.

5 AGE UK update – there have been some useful developments  
with the Practice and AGE UK working collaboratively to  
reach patients with specific needs. More detail at next meeting  
when hopefully CS will be able to attend

6 Shepway Practices, current situation: there is a national  
shortage of GPs and, in Folkestone, many Practices are under  
pressure and have closed their patient lists. NLS is in a very  
strong position at the moment with 3 GPs.

7 Times/days for future PPG meetings: it was agreed that the next meeting, to be held late October, would be held at lunchtime. Date to be confirmed.

## 8 AOB

8.1 It was agreed that the PPG would produce a newsletter. This could prove useful in reminding patients about how the appointment system works, 3 working days needed to process repeat prescription requests and many other issues which patients may not see on the Practice website or the notices in the surgery. **AP19 YN MH**

9 Date of next meeting - TBC