

**Notes and Action Points from the NLS PPG meeting held on
Tuesday 27 November 2018 at New Lyminge Surgery
Present: YN MH JM JB and IB**

- 1** Welcome, introduction and Apologies: YN welcomed everyone to the meeting. Apologies had been received from JW and SR

- 2** Review of previous APs: AP22-MH has spoken with BT about a queuing system; BT advised that this is possible but there is a significant cost involved which the Practice is not able to support at this time. AP23-MH was advised by BT that the ring back advice message generated in the exchange when an engaged tone is received by a caller, cannot be withheld from an individual telephone number ie 863160. The ring back facility is not compatible with the recently installed telephone system.

- 3** 2018 Flu Season. NLS held an open clinic on Saturday 6 October 2018, this was attended by 668 patients. There have been 2 Saturday clinics in previous years but delays in vaccine delivery dates did not make this an option for 2018. It is hoped that 2019 will see an improvement in continuity of supply and enable then preferred 2 open clinic set up. (There has been a shortage of the over 60 flu vaccine throughout the country) It is important that patients take the opportunity to attend the Saturday open clinics so that the routine nurse clinics are not overwhelmed with patients needing flu vaccination.

- 4** Telephone System. The recent facility which enables patients to book afternoon appointments if there are no available morning appointments, has eased pressure on telephone calls. NLS is also encouraging patients to book appointments online. The forms required to register for an online account are available from the reception team. Repeat medication can also be ordered online.

5 AOB.

5.1 Ordering of extra repeat medication – this can be done online by using the comments box at the bottom of the medication ordering screen, to give the reason eg holiday.

5.2 The entrance to the surgery car park was flooded recently because nearby road drains were blocked – KCC Highways attended to clear the blockage.

6 Date of next meeting – February 2019 – date to be advised