

The New Surgery  
128 Canterbury Road, Folkestone

Patient Participation Group Meeting

Date: 02/10/18 Time: 6.45pm

In attendance:

|                                       |   |                                   |   |                                     |   |                                    |   |                                      |   |
|---------------------------------------|---|-----------------------------------|---|-------------------------------------|---|------------------------------------|---|--------------------------------------|---|
| Jackie Kelly (JK)<br>Practice Manager | ✓ | Geoff Betteridge (GB)<br>Chair    | ✓ | Felicity Trinder (FT)<br>Vice Chair | ✓ | Pat Cocks (PC)<br>Group Member     | * | Danielle Anson (DA)<br>Group Member  | * |
| Iain Neilson (IN)<br>Group Member     | * | Hayley Lewis (HL)<br>Group Member | * | Andrew Lewis (AL)<br>Group Member   | ✓ | Avri Davidoff (AD)<br>Group Member | ✓ | Angela Harrison (AH)<br>Group Member | ✓ |
|                                       |   |                                   |   |                                     |   |                                    |   |                                      |   |

| <u>Matters discussed:</u>  | Action Required                     |
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| <p><b>Welcome &amp; Apologies:</b><br/>Chair welcomed those present.<br/>Apologies received from IN/HL/PC<br/>Clinician representation will be reviewed when the Practice has completed their recruitment process. Practice Manager will continue to represent the Practice.</p>   | JK/GB Action                        |
| <p><b>Minutes of Previous Meeting:</b><br/>Those present approved the minutes dated 20<sup>th</sup> March &amp; 20<sup>th</sup> June 2018. GB signed a copy for display.</p>   | JK to display                       |
| <p><b>Matters arising not covered elsewhere:</b><br/> <p><b>DPR:</b><br/>GB preparing documents for review with FT before the AGM on the 19<sup>th</sup> March 2019.</p> <p><b>Hub at RVH:</b><br/>There have been some negative comments, JK advised that it is being monitored and where possible patients are being directed to attend appropriate clinics especially over the weekend and evenings.</p> </p> | To be monitored by all              |
| <p><b>Folkestone Estates:</b><br/>All PPG Chairs had been invited to attend a meeting at Sandgate Road on 29<sup>th</sup> August 2018 to discuss the draft document relating to the Folkestone Unified Care Model. JK advised that this document is subject to change in order to obtain agreement from all local Practices.</p>   | JK /GB to continue to update        |
| <p><b>Clinical System:</b><br/>The current system we use is Vision and it is our intention to switch to EMIS. This will support a robust contingency plan and allow integrated working across Folkestone Practices. JK advised that this will not happen in this Financial Year.</p>   | JK will continue to provide updates |

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| <p><b>JK to provide update on staffing:</b><br/>JK advised that recruitment remains on-going and that start dates have been arranged with a GP and replacement Nurse. In the short term we will continue to use locum cover, where possible we intend to use the same GPs for continuity.</p>  | JK to continue to update          |
| <p><b>NAPP:</b><br/>FT provided an update:</p> <ul style="list-style-type: none"> <li>• FT advised that there are Annual Conference presentation videos available on their website</li> <li>• June - Aug News Letters: FT advised on items of interest for group members to review</li> </ul>  | FT to continue to provide updates |
| <p><b>Health Watch:</b></p> <ul style="list-style-type: none"> <li>• In PC's absence GB advised there had been no further contact from the organisation following their letter of the 18<sup>th</sup> May. It was agreed that no further action will be taken on our part until the organisation make contact.</li> </ul>  | No further action at present      |
| <p><b>Personal Statement from HRR:</b><br/>Dr Robertson-Ritchie had asked JK to pass on a few words of thanks to the group. In particular he extended his thanks to Geoff who assisted in establishing the group and for collating the Patient Survey results and data in 2016. He forwarded his good wishes for the future success of the group.</p>  |                                   |
| <p><b>AOB:</b></p> <ul style="list-style-type: none"> <li>• Well Being Day: FT spoke about a recent event that had been brought to her attention by a PPG Member at a surgery elsewhere in Kent. JK was very excited about the prospect of holding an event locally; she intends to speak to the CCG and will report back.</li> <li>• Flu Season - JK advised first over 65+ clinic would be held on October 6<sup>th</sup></li> </ul> | JK                                |
| <p><b>Next Meeting Date:</b> 15<sup>th</sup> January 2019<br/>GB will prepare and circulate a list of provisional dates for the whole of 2019.</p>   | GB                                |

  
CHAIR.  
15/01/19