

The New Surgery

128 Canterbury Road, Folkestone

PATIENT PARTICIPATION GROUP MEETING

11 June 2019

Minutes

In attendance:

Jackie Kelly (JK) Practice Manager	✓	Geoff Betteridge (GB) Chair	✗	Felicity Trinder (FT) Acting Chair	✓	Pat Cocks (PC) Group Member	✓	Iain Neilson (IN) Group Member	✓
Angela Harrison (AH) Group Member	✗	Keith Mortimer (KM) Group Member	✗						

<u>Matters discussed:</u>	Action Required
Welcome Members were welcomed by the Acting Chair	
Apologies: Apologies received from GB, KM & AH	
Minutes of Previous Meeting: The minutes of the previous meeting held on 23 rd April 2019 were approved and signed	To be posted on the website and notice board
Matters Arising from Minutes Suggestion Box: Draft notice and forms were shown. It was agreed that it should be made plain that this was a PPG initiative. Documents will be re-drafted. PPG will be responsible for collecting completed forms and will pass on compliments and liaise with JK re suggestions. Notice Board: FT gave JK items to be laminated for the PPG notice board including a new poster inviting people to join the group. Also an updated form for prospective new members to complete. This will be printed for the reception desk and posted on the website to replace the current one. Buurtzorg - Neighbourhood Care Team This was discussed again. PC will approach the lead person for Kent with a view to her coming to speak at the start of the next meeting in September.	FT JK PC
Folkestone Estates Nothing further to report as the plan has not yet been signed off.	JK to continue to update
Clinical System The change from Vision to EMIS is taking place meaning that there is currently no online booking of appointments or ordering of prescriptions. Also no text message reminders for appointments. Prescriptions are all having to be handled manually via paper causing a great deal of additional work. This extra work will continue when EMIS goes live and the prescriptions all have to be entered manually onto patient records. The new system is due to go live on 13 th June when all patient records will be migrated onto the system. It is hoped that prescriptions will have been manually entered and updates completed by Friday 21 st June. The Practice Manager and all staff were praised for their hard work and goodwill during this very difficult period. Patients who have been using Patient Online will have to register at reception for the new service.	JK to continue to update

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<p>JK to provide update on staffing: JK gave an update on the current staffing situation.</p>	JK to continue to update
<p>NAPP The current GMC consultation with doctors and patients regarding feedback from patients was briefly discussed.</p>	FT to continue to provide updates
<p>GDPR It was decided to use the second option of all group emails being blind copied but with the addition of the practice being shown as holding members' email addresses as well as the Chair, Vice Chair and Secretary of the PPG.</p>	FT to produce amended document
<p>AOB: PC suggested that PPG members might have a presence, from time to time, in the waiting room to interact with patients, possibly offering refreshments. JK suggested that this might work best in the Saturday Flu Clinics in September/October when patients are seen very quickly but are asked to wait for a few minutes before leaving. Refreshments may not be feasible.</p>	JK to advise dates of clinics and PPG Members to volunteer
<p>JK advised that we may have Partner representation at future meetings for the first 15-20 minutes. Members will discuss at the September meeting what format this should take and what they would wish to discuss. It is hoped that Dr Malcolm will attend the following meeting.</p>	All members to bring ideas to the next meeting.
<p>Notice of proposed dates of future meetings to be prepared for next meeting.</p>	FT
<p>Next Meeting Date: 17th September 2019</p>	