

The New Surgery
128 Canterbury Road, Folkestone

Patient Participation Group Meeting

Date: 15/01/19 Time: 6.30pm

In attendance:

Jackie Kelly (JK) Practice Manager	✓	Geoff Betteridge (GB) Chair	✓	Felicity Trinder (FT) Vice Chair	✓	Pat Cocks (PC) Group Member	*	Keith Mortimer (KM) Group Member	✓
Iain Neilson (IN) Group Member	*	Hayley Lewis (HL) Group Member	*	Andrew Lewis (AL) Group Member	*	Avri Davidoff (AD) Group Member	*	Angela Harrison (AH) Group Member	✓
Christopher Ruddle (CR) Group Member	✓	Claire Jeffrey (CJ) Group Member	*						

<u>Matters discussed:</u>	Action Required
<p>Welcome & Apologies: Chair welcomed those present and advised that due to his health issue he has asked FT, Vice Chair, to chair today's meeting. Apologies received from CJ/PC</p>	JK/GB Action
<p>Minutes of Previous Meeting: The minutes dated 2nd October 2018 were approved by those who had attended. J signed a copy for display.</p>	JK to display
<p>Matters arising not covered elsewhere: GDPR: GB advised that he continues to prepare the appropriate documents for review with FT before the AGM on the 19th March 2019. Hub at RVH: JK advised that it is being monitored and the Commissioners have been approached to review the service in respect of referrals. JK advised that the computer system, Black Pear, still has teething issues which causes day-to-day issues when booking appointments. Clinical resources are improving but their recruitment process is still ongoing. Wellbeing Day: JK to chase CCG regarding funding for this event. CR offered his Church as a venue if this would assist.</p>	To be monitored by all JK to update

<p>Folkestone Estates: JK advised that the local Practices are awaiting feedback following submission of the Local Estate Plan to the CCG.</p>	JK /GB to continue to update
<p>Clinical System: JK advised that she is attending a meeting with EMIS who are going to share a presentation regarding how the system works and will benefit The New Surgery. The Go Live Date will not be until after the end of April.</p>	JK will continue to provide updates
<p>JK to provide update on staffing: JK advised that recruitment remains on-going and that Dr Reid our GP Returner has seven clinical sessions each week, there are three Registrars and a Foundation Year 2 Doctor providing additional clinics each week. Admin Team has increased to support the increased volume of work. Reception Vacancy is ongoing and interviews are planned shortly. Nursing Team remains unchanged.</p>	JK to continue to update
<p>NAPP: FT provided an update: FT advised there were a number of items to discuss but mindful of the time it was agreed we would only discuss DNAs. CR had investigated the article re positive psychology to reduce missed appointments and suggested that we adopt the method of reporting DNAs and held appointments in a positive manner. JK showed the current poster that is displayed in the Waiting Room and on the Website and explained that our current Clinical System does not allow us to manipulate the data easily; she is hoping this will change when we switch to EMIS. JK read out a list of measures that the surgery already takes to avoid DNAs including: Text Messaging and Online Booking so patients take control of their diaries</p>	FT to continue to provide updates
<p>Health Watch: It was agreed that this item would be removed from the Agenda until there is something concrete to report</p>	REMOVE
<p>AOB:</p> <ul style="list-style-type: none"> Folkestone & Hythe Locality PPG: An election is taking place for Chair & Vice Chair. GB & AH will investigate who is willing to stand and vote accordingly on our behalf. FT asked whether it would be possible to open the surgery doors before 8.30am for patients who have appointments at that time. JK advised that unfortunately this would not be possible as there are set-up procedures which the team undertake between 8-8.30am. The clinicians who have patients at 8.30am do, where possible, come to meet and greet at reception to avoid patients having to join the queue of those wishing to book appointments. 	GB/AH
<p>Next Meeting Date: 19th March 2019 AGM followed by General Meeting GB will prepare and circulate Agendas.</p>	GB

[Handwritten Signature]
ACTING CHAIR
23/04/2019