

**The New Surgery**  
128 Canterbury Road, Folkestone

**Patient Participation Group Meeting**

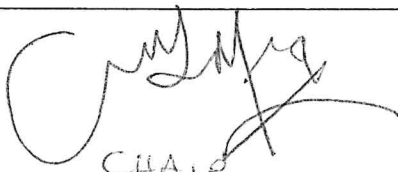
**Date: 16/01/18 Time: 6.30pm**

**In attendance:**

Jackie Kelly (JK) Practice Manager	✓	Hugh Robertson-Ritchie (HRR) GP/Partner	✓	Geoff Betteridge (GB) Chair	✓	Pat Cocks (PC) Group Member	✓	Danielle Anson (DA) Group Member	*
Iain Neilson (IN) Group Member	*	Linda Shaw (LS) Group Member	*	Kerry Stapleford (KP) Group Member	*	Felicity Trinder (FT) Group Member	✓	Angela Harrison (AH) Group Member	✓

<u>Matters discussed:</u>	Action Required
<p><b>Welcome &amp; Apologies:</b> Apologies received from IN. GB welcomed AH to the group, AH advised that she is a former FEFP PPG Member.</p>	JK/GB Action
<p><b>Minutes of Previous Meeting:</b> Those present approved the minutes dated 14<sup>th</sup> November 2017 FT advised there were a couple of typos which JK asked to be advised of in order that they could be amended and GB could sign at our next minute typing meeting.</p>	JK to display.
<p><b>Matters arising not covered elsewhere:</b> <b>Pharmacy2U</b> - GB advised that McArdules have a notice displayed in their window. GB offered to take a copy of the image to share with JK who would then refer to Heather Lucas at the CCG to see whether it is something we can display here at the surgery.</p>	GB/JK
<p><b>Closure of Folkestone Family East Practice:</b> Update given by JK: The practice patient list size has continued to grow, but at a slightly slower rate than before Christmas. There are a number of patients that have been allocated who are yet to complete the registration process. We are close to achieving a list size of 11,000 patients. JK also advised that the surgery has received a number of verbal compliments and written comments from the Friends &amp; Family monthly survey. AH advised that as a former patient she had noticed some difference in services available here and JK asked her to feel free to email noting the differences.</p>	JK to continue to update.
<p><b>Review of any papers circulated at previous meeting:</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul>	
<p><b>JK to provide update on staffing:</b> JK advised that recruitment is still ongoing and there will be the need to seek locum cover in the coming months to support known absences. She also advised that securing appointments at the Hub should assist with patient appointments.</p>	JK to continue to update.
<p><b>NAPP:</b> FT provided an update:</p> <ul style="list-style-type: none"> <li>• There are a number of drugs that are being removed from the prescribing list</li> <li>• It has been noted that Bowel Screen take-up is at 40%. An initiative to encourage males to participate is ongoing.</li> <li>• Donating Blood - There are a number of changes taking place which can be viewed on their</li> </ul>	FT to continue to provide updates

website.	
<b>Health Watch:</b> <ul style="list-style-type: none"> <li>PC advised that there is nothing to report at this meeting.</li> </ul>	PC to continue to provide updates
<b>AOB:</b> <ul style="list-style-type: none"> <li>AH provided JK with a Rethink poster to display on the noticeboard in reception</li> <li>GB advised that he had been requested to obtain a preferred option for the future of East Kent Hospitals. Those present were unanimous in agreement to opt for the new build in Canterbury. This decision was not made lightly. The potential impact for the outlying villages was discussed and it was agreed that when we have more detailed information re infrastructure change this should prove to be the better option.</li> <li>GB advised that the Hub would be operational on 1<sup>st</sup> April 2018 which is going to be run by the Channel Health Alliance.</li> <li>AH reminded those present that St Saviour's Medical Charity is still accepting enquires. HRR and JK advised that from time to time this has been used by our patients.</li> <li>JK advised that she had just received the link to the Kent Live survey results, reading through them as a group the results seemed a little conflicting. All agreed to read in detail and report back if necessary. It was commented that receiving text reminders has reduced the number of DNAs. JK also advised that it had aided flu clinic reminders.</li> <li>FT advised that she had recently received a patient survey; PC agreed that she may have too but thinks she may have inadvertently discarded it.</li> <li>HRR advised that patients who use electronic prescription requests are processed quickly this aids the clinician's time too. JK advised that the team are continuing to promote this along with online.</li> <li>GB reminded us that we are near our two year anniversary and, therefore, the need to arrange the AGM will soon be upon us. At this meeting the Constitution needs to be reviewed, in particular consecutive non-attendance without apology and quorum.</li> </ul>	
<b>Next Meeting Date:</b>  20 <sup>th</sup> March 2018	

  
 CHAIR  
 20/03/18.