

The New Surgery
128 Canterbury Road, Folkestone

Patient Participation Group Meeting

Date: 20/03/18 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	✓
Hayley Lewis (HL) Group Member	*	Andrew Lewis (AL) Group Member	*						

<u>Matters discussed:</u>	Action Required
Welcome & Apologies: Apologies received from DA, HL & AL	JK/GB Action
Minutes of Previous Meeting: Those present approved the minutes dated 16 th January 2018. GB signed a copy for display.	JK to display
Matters arising not covered elsewhere: Pharmacy2U: The situation remains unresolved. Patients remain confused and the company continues to be promoted in the media and by mail shot.	To be monitored by all
Closure of Folkestone Family East Practice: JK provided an update of the current situation on the patient list size; overall incoming patients have provided positive feedback.	JK to continue to update
Review of any papers circulated at previous meeting: <ul style="list-style-type: none"> RVH Hub is due to be taken over by Channel Health Alliance (CHA) on 4th April 2018. Appointments are booked via a system called Black Pear; we are experiencing technical issues which are being investigated. In the early stages the Hub will not be at full staffing capacity although this should be resolved by mid-May. The team will be promoting this as a branch service to support additional appointment requirements. 	JK will continue to provide updates
JK to provide update on staffing:	JK to

JK advised that recruitment is still ongoing following the departure of Drs Patel & Farrow. In the short term locum cover will be sought where possible.	continue to update
NAPP: FT provided an update: <ul style="list-style-type: none"> • Advised there is a PPG Awareness Week in June • Advised there is a GP referral leaflet, JK advised these had been received today! 	FT to continue to provide updates
Health Watch: <ul style="list-style-type: none"> • PC advised that there is nothing to report at this meeting but she will continue to monitor. 	PC
AOB: <ul style="list-style-type: none"> • PC advised that Lloyds Pharmacy in Town Walk is due to close at the end of May. The Lloyds Pharmacy adjoining the Sandgate Road Surgery is undergoing a refurbishment 	
Next Meeting Date: 12th June 2018	


CHAIR
02/10/2018