

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

**Patient Participation Group Meeting**

Date: 23/04/19 Time: 7.00pm

**In attendance:**

|   |   |                                      |   |   |   |  |   |  |
|---|---|--------------------------------------|---|---|---|--|---|--|
| Jackie Kelly<br>(JK)<br>Practice<br>Manager | ✓ | Geoff Betteridge<br>(GB)<br>Chair    | ✗ | Felicity<br>Trinder<br>(FT)<br>Vice Chair | ✓ | Pat Cocks<br>(PC)<br>Group Member      | ✓ | Iain Neilson<br>(IN)<br>Group Member   |
| Angela Harrison<br>(AH)<br>Group Member     | ✓ | Hayley Lewis<br>(HL)<br>Group Member | ✗ | Andrew Lewis<br>(AL)<br>Group<br>Member   | ✗ | Keith Mortimer<br>(KM)<br>Group Member | ✓ | Claire Jeffrey<br>(CJ)<br>Group Member |
| Marissa Barr<br>(MB)<br>Group Member        | ✗ | Carole Barr<br>(CB)<br>Group Member  | ✗ |   |   |  |   |  |

| <u>Matters discussed:</u>  | Action Required                              |
|--|--|
| This meeting replaced that which was due to be held on 19 <sup>th</sup> March but which had to be abandoned as there was not a quorum present.   |  |
| <b>Apologies:</b><br>Apologies received from GB, MB & CB<br>It was noted that during GB's illness and recovery FT had taken over as Acting Chair   |  |
| <b>Minutes of Previous Meeting:</b><br>The minutes of the previous meeting held on 15 January 2019 were read, approved and signed  | To be posted on the website and notice board |
| <b>Matters Arising from Minutes</b><br>It now looks very doubtful that the Health & Wellbeing event will take place as had been hoped. Two reasons given were lack of funding and difficulties in obtaining sufficient health professionals to staff the various stands.   | For re-consideration at a later date         |
| <b>Folkestone Estates</b> JK gave an update on the current position and on the situation with the Primary Care Network plans. Full details not available yet as nothing has been confirmed.  | JK to continue to update                     |
| <b>Clinical System</b> JK gave an update on the imminent change from VISION to EMIS and the implications of this for staff and patients. The EMIS system will go live on 13 <sup>th</sup> June. During the period 6 - 13 June the system will be down completely which will be challenging, but full preparations are being made. The new phone system - with queuing - will go live beforehand. | JK to continue to update                     |
| <b>JK to provide update on staffing:</b><br>JK gave an update on the current staffing situation. Dr Justin Reid had joined the practice as a salaried GP in March and Dr Laura Miles, also as a salaried GP, in October 2018   | JK to continue to update                     |
| <b>NAPP</b> Various matters from recent Newsletters were discussed.<br>FT to attend the NAPP Annual Conference and AGM in June - ticket paid for by the practice.  | FT to continue to provide updates            |

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| GDPR FT presented a simple draft document which was circulated for discussion. It will be discussed again at the next meeting. It was noted that, perhaps, all emails should be sent "blind copied" rather than just where a member had requested it. Another document will be prepared with this stated and both documents presented for discussion at the next meeting. | FT to prepare both documents for next meeting |
| AOB: It was noted that members should take charge of the PPG notice board rather than this being handled by JK. A suggestion box for patient input was also proposed.   | FT to attempt to progress both.               |
| PC had attended a meeting about a new system of "neighbourhood care" (Buurtzorg) which is being introduced in parts of Kent. Papers were circulated. It was agreed that it looks very promising. To be followed up with a possible invitation to the lead person to come and talk to the PPG at a future meeting.   | PC to follow up                               |
| KM proposed a vote of thanks to JK for attending this meeting and the AGM during her annual leave period. Seconded and enthusiastically agreed by all present.  |   |
| Next Meeting Date: 11 June 2019   |   |



11/06/2019