**Meeting Minutes**

Meeting Date: Friday 23rd August 2019

Meeting Time: 14.00

Meeting Location: Limes Medical Centre

**Patient Participation Group Meeting**

**Present:** Martin Welch(MW), Pauline Farrance(PF), Gloria Phyall(GP), Ann Friedlos(AF), Audrey Creed(AC), Julie Sandum (JS/PM), Errol White (EW/Assistant PM)

**Apologises:** Marie Micallef

1. Agree minutes of last minutes:

(GP) CCG Health Reference Group – attended by GP but asking if anyone else would like to attend in case GP cannot make it. PF and AC asked GP to send them the dates. GP would send the minutes of the meetings to JS/EW. Discussed and agreed.

New chair vote. Vote in new chair of meeting: Martin Welch and Ann Friedlos interested. Martin Welch voted in for 6 months from today and then Ann Friedlos for 6 months from March 2020.

1. Survey Reports and/or New Initiatives

(EW) kiosk up in the waiting room but not working apart from BP machine. CCG are looking into the problems with Egton (suppliers).

(JS) Clinical Pharmacist now in place and working with GP’s to do medication reviews with patients and monitor. Available to talk about medication issues with patients instead of doctor.

(JS) 3 Mental Health workers starting in Sept 19, November 2019 and January 2020will be shared across the four surgeries (Limes, Bethesda, Northdown and Mocketts Wood) working in the surgeries.

1. (EW) DNA Rate

DNA rate for appointments down from 5% to 2% Why? Letters sent to patients on 1st DNA to remind them to cancel their appointment if not required. Fewer repeat offenders.

1. Garlinge

KCC have agreed to do a feasability study on space available. Will report back to CCG in next couple of months. If it goes ahead will not be until the early part of 2020. Patients will be able to book into both sites (Limes and Garlinge) as now.

1. List Size/Recruitment Update

(EW) List size 16850 (GP list size approximately 5200 each). National average 1750 per GP.

1. NHS/Surgery Patient Survey

National Survey good apart from appointments and telephone contact. NHS Choices – only ever bad reviews, can patients put on good experiences as well – poster waiting room to promote to patients.

**Any other business**

(GP) Autism/Mental Health not always diagnosed correctly. Book to read or have available in surgery library “Unbroken” by Alexis Quinn.

(PF) Works for University of Kent with people that have ADHD, Asperger’s and Autism. Recommends staff training to bring awareness. There is a Mental Health carer’s support group, every 1st Wednesday of the month and 2nd Friday held over at the Beacon. Volunteers welcome.

(AF) Query about registering with TDC carpark outside surgery – TDC contact.

(MW) Asked about water cooler for waiting room EW would have a look and cost up to bring to GP practice meeting.

Date of next meeting: - Friday 29th November at 2pm at Limes Medical Centre