**Meeting Minutes**

Meeting Date: Friday 21st February 2020

Meeting Time: 14.00

Meeting Location: Limes Medical Centre

**Patient Participation Group Meeting**

**Present:** Chairman Martin Welch (MW), Marie Micallef (MM) Errol White (EW) Assistant Practice Manager, Mike Couchman (MC), Ian Alltoft (IA), Pauleen Farrance (PF)

 **Apologises:** Audrey Creed, Julie Sandum, Gloria Phyall,

1. Agree minutes of last minutes:

Discussed and agreed.

1. Surgery Reports and/or New Initiatives

Clinical Pharmacist update: Clinical Pharmacist will be starting 24th February 2020.

Mental Health Nurse update: Initial figures show a positive change for both patients and support for GPs but this is very early days.

e-consult: The surgery is introducing the e-consult platform for all patients to access. This will support the surgery patients to contact the surgery for health or administrative queries. It will hopefully reduce the need for patients to attend the surgery or ring in to ask for results or other problems. When introduced to other surgeries this has resulted in a 20% reduction in appointments to the surgeries. It will support the GPs to provide quick and effective advice within an agreed time frame. We will be going live on the 31st March 2020.

1. DNA Rate

DNA rate for appointments was 4.6% in the last 3 months. Letters are still sent to patients on 1st DNA to remind them to cancel their appointment if not required. The highest group of non- attenders are 16 – 45 (30.5 %) then 46 – 64 (26.8%) 65 – 80 (21.8 %)

1. Garlinge Update

JS and EW attended a meeting at Westbrook House that asked our requirements within new consulting rooms. At the time a costing was due to go to the CCG by the end of February. EW explained that the GP partners were under constant pressure to provide a service to the Garlinge Branch.

1. List Size/Recruitment Update

List size 16964 an decrease of 35 from November 2019 (GP list size approximately 5200 each). National average 1750 per GP.

The new GP contract has a “Golden Handshake” for new partners joining a GP practice. We hope this will help in the recruitment of staff. It was asked whether this was a local initiative to support the area. EW explained that no this was a national initiative.

(PF) asked if there was a ratio of the surgeries in Thanet for how many GPs was in each practice compared to patients list size. EW said he would see if this information was available.

1. NHS/Surgery Patient Survey

No updates.

**Any other business**

MW – Proposed merger of Kent CCG’s – this has been agreed and will become one CCG.

PF – Update on scaling down of QEQM – the legal challenge has failed at the high court for the movement of the Stroke Unit

EW – PCN Hub development meetings – PF and MM both expressed an interest in attending these meetings as a PPG representative. EW will advise on a date and contact with further information.

Health Reference Group- PR was voted as surgery rep for this group by those present.

EW- Asked PF, as a Local Councillor, if she was able to discuss the car park in Trinity Square to enable longer for our patients to park.

MC- Asked about Coronavirus, EW advised that we are following Public Health England Guidance and had procedures in place if required.

Date of next meeting: - Friday 24th April 2020 at 2pm at Limes Medical Centre (postponed due to current Covid-19 pandemic)