**Meeting Minutes**

Meeting Date: Friday 29th November 2019

Meeting Time: 14.00

Meeting Location: Limes Medical Centre

**Patient Participation Group Meeting**

**Present:** Chairman Martin Welch (MW), Marie Micallef (MM) Julie Sandum (JS) Practice Manager

 **Apologises:** Ann Friedlos, Pauline Farrance, Errol White

1. Agree minutes of last minutes:

Discussed and agreed.

1. Surgery Reports and/or New Initiatives

(JS) Clinical Pharmacist update: Present Clinical Pharmacist has been offered a job outside the Thanet area and will be leaving the post on 3rd December 2019. An advert has gone out to replace him and a candidate has been selected and offered the position. Hopefully he will be able to join the practice by the end of January 2020.

(JS) Mental Health Nurse update: 2 Mental Health Nurses have started and are shared across the four surgeries (Limes, Bethesda, Northdown and Mocketts Wood) working in the surgeries. An advert has gone out for a 3rd Mental Health Nurse due to a retraction of offer by a previous candidate.

1. (EW) DNA Rate

DNA rate for appointments has gone up from 2% to 4.7% 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%) then 46 – 64 (26.1%) 65 – 80 (23.9%)

1. Garlinge Update

Still waiting for KCC to do a feasability study on space available and report back to CCG.

1. List Size/Recruitment Update

List size 16999 an increase of 93 from September 2019 (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**

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

MW – Update on scaling down of QEQM – there is now a legal challenge on the moving of the Stroke facilities/unit. A&E and Maternity will stay at QEQM.

JS – PCN Hub development meetings – possible PPG representation, volunteer?

Date of next meeting: - Friday 21st February 2020 at 2pm at Limes Medical Centre