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| TYPE | PATIENT GROUP MEETING |
| DATE | 18 th January 2018 |
| ATTENDEES | Chair Person X3 Patients Practice Manager |
| APOLOGIES | X4 Patients |

| Matters Arising | Brief Description & Actions Arising | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|------------------------|---|--------------|------------|--------------|------------|--------------|-----------|----|----|------------|--------|----------|----|---------|----|----|----------|----|----|--------|----|--|----------|--------|----|--|---------|----|--|----------|----|--|--------|----|--|-----------|--------|----|----|---------|----|----|----------|----|----|--------|----|----|---------|-----------|----|----|--------------|---------|----|----|------------|---|--|--|
| 1. | Minutes from last meeting: Minutes from the meeting held on the 12 th October 2017 were approved | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2. | GP Appointments at the Royal Victoria Hospital – GP 8-8 service. The service is due to change in April 2018, called a hub and be for minor illnesses. The appointment will still be booked by the surgeries. This is to free up GP appointments for patients with complex medical problems. More details will follow when the surgery knows more details. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3. | <p>Staff at the Surgery: Current Dr appointment sessions: (Subject to change)</p> <table border="1" data-bbox="400 931 903 1599"> <thead> <tr> <th>GP</th> <th>DAY</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>Dr Fernandes</td> <td>Wednesday</td> <td>AM</td> <td>PM</td> </tr> <tr> <td rowspan="4">Dr Chireka</td> <td>Monday</td> <td>AM</td> <td>PM</td> </tr> <tr> <td>Tuesday</td> <td>AM</td> <td>PM</td> </tr> <tr> <td>Thursday</td> <td>AM</td> <td>PM</td> </tr> <tr> <td>Friday</td> <td>AM</td> <td></td> </tr> <tr> <td rowspan="4">Dr Gupta</td> <td>Monday</td> <td>AM</td> <td></td> </tr> <tr> <td>Tuesday</td> <td>AM</td> <td></td> </tr> <tr> <td>Thursday</td> <td>AM</td> <td></td> </tr> <tr> <td>Friday</td> <td>AM</td> <td></td> </tr> <tr> <td rowspan="4">Dr Moreno</td> <td>Monday</td> <td>AM</td> <td>PM</td> </tr> <tr> <td>Tuesday</td> <td>AM</td> <td>PM</td> </tr> <tr> <td>Thursday</td> <td>AM</td> <td>PM</td> </tr> <tr> <td>Friday</td> <td>AM</td> <td>PM</td> </tr> <tr> <td>Dr Elas</td> <td>Wednesday</td> <td>AM</td> <td>PM</td> </tr> <tr> <td>Dr Pulapalli</td> <td>Tuesday</td> <td>AM</td> <td>PM</td> </tr> <tr> <td>Dr Keeling</td> <td>Contact reception for details of appointments</td> <td></td> <td></td> </tr> </tbody> </table> <p>Debbie with support for the reception team continues to triage and forward signpost patients to the most appropriate service. The paramedic the surgery employed is no longer with the surgery. Two nurses are due to join the surgery next month, Laura and Philip.</p> | GP | DAY | | | Dr Fernandes | Wednesday | AM | PM | Dr Chireka | Monday | AM | PM | Tuesday | AM | PM | Thursday | AM | PM | Friday | AM | | Dr Gupta | Monday | AM | | Tuesday | AM | | Thursday | AM | | Friday | AM | | Dr Moreno | Monday | AM | PM | Tuesday | AM | PM | Thursday | AM | PM | Friday | AM | PM | Dr Elas | Wednesday | AM | PM | Dr Pulapalli | Tuesday | AM | PM | Dr Keeling | Contact reception for details of appointments | | |
| GP | DAY | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dr Fernandes | Wednesday | AM | PM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dr Chireka | Monday | AM | PM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Tuesday | AM | PM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Thursday | AM | PM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Friday | AM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dr Gupta | Monday | AM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Tuesday | AM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Thursday | AM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Friday | AM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dr Moreno | Monday | AM | PM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Tuesday | AM | PM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Thursday | AM | PM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Friday | AM | PM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dr Elas | Wednesday | AM | PM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dr Pulapalli | Tuesday | AM | PM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dr Keeling | Contact reception for details of appointments | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4. | <p>Patients who do not turn up for their appointments: Patients who did not turn up for their appointments figures:</p> <table border="1" data-bbox="563 1877 1185 2011"> <thead> <tr> <th>MONTH</th> <th>GP</th> <th>NURSE</th> <th>HCA</th> <th>TOTAL</th> </tr> </thead> <tbody> <tr> <td>NOVEMBER</td> <td>32</td> <td>31</td> <td>13</td> <td>76</td> </tr> <tr> <td>DECEMBER</td> <td>29</td> <td>24</td> <td>4</td> <td>57</td> </tr> </tbody> </table> <p>The group are concerned about the number of patients who do not turn up for their appointments. The surgery has been very tolerant in the past, but if there is no improvement in the figures the surgery may have to make the reluctant decision to ask patients who persistently do not turn up for their appointments to register with another practice. The practice will contact the patients</p> | MONTH | GP | NURSE | HCA | TOTAL | NOVEMBER | 32 | 31 | 13 | 76 | DECEMBER | 29 | 24 | 4 | 57 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MONTH | GP | NURSE | HCA | TOTAL | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NOVEMBER | 32 | 31 | 13 | 76 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| DECEMBER | 29 | 24 | 4 | 57 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| | concerned. |
| 5. | <p>Closure of Folkestone East Family Practice:</p> <p>The allocation of patients from the above practice is nearly complete although there are still a number to be allocated according to the local clinical commissioning group who are administering the allocation process.</p> <p>The surgery has taken on approx. 500 patients with approx. another 200 or so that have been allocated but not presented at the surgery to register. The list size of the surgery is currently 7825 patients.</p> |
| 6 | <p>Shepway Patient Group Meeting:</p> <p>The next meeting of the above group is Wednesday 31st January at Oaklands Health Centre. Mrs Laws attends on the behalf of Manor Clinic.</p> |
| 6. | <p>Any other business:</p> <p>The process for all blood test request forms going to the GP to issue, is still in place and will be reviewed when Dr Chireka is back from annual leave next month. Patients are finding it frustrating to have to chase the form, resulting in an increase in the telephone calls coming into the surgery.</p> <p>Patients are now not queuing in the morning as they have been previously, waiting for the door to open at 8:15, as requests for appointments can be taken throughout the day. Appointments with the GP can be up to 18:30.</p> <p>The recent break in has caused expensive upgrading of the building by the installation of a metal security gate and renewal of doors and locks.</p> |
| | <p>Date of next meeting: Thursday 17th May 2018 – 3.30</p> |
