

TYPE	PATIENT GROUP MEETING
DATE	6 th September 2018
ATTENDEES	Chair Person 9 Patients Dr Chireka Practice Manager
APOLOGIES	

Matters Arising	Brief Description & Actions Arising																																																																					
1.	Minutes from last meeting: Minutes from the meeting held on the 18 th May 2018 were approved																																																																					
2.	GP Appointments at the Royal Victoria Hospital – GP 8-8 service. The service changed in April 2018, and is now called a hub and is for minor illnesses. The appointments will still be booked by the surgeries. This is to free up GP appointments for patients with complex medical problems. Local GPs including doctors from the surgery may work there. Currently the present system of patients having to attend the surgery for a blood test form or an x-ray referral is being reviewed by the company who are providing the service. There is also a Minor injuries unit at the Royal Victoria Hospital, there which is a walk in service for minor injuries.																																																																					
3.	<p>Staff at the Surgery: Current Dr appointment sessions: (Subject to change)</p> <table border="1"> <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></td> </tr> <tr> <td rowspan="3">Dr Chireka</td> <td>Monday</td> <td>AM</td> <td>PM</td> </tr> <tr> <td>Tuesday</td> <td></td> <td>PM</td> </tr> <tr> <td>Thursday</td> <td>AM</td> <td>PM</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>Wednesday</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 rowspan="2">Dr Elas</td> <td>Wednesday</td> <td>AM</td> <td>PM</td> </tr> <tr> <td>Friday (TBC)</td> <td>AM</td> <td>PM</td> </tr> <tr> <td rowspan="3">Dr Twins</td> <td>Monday</td> <td>AM</td> <td>PM</td> </tr> <tr> <td>Tuesday</td> <td>AM</td> <td>PM</td> </tr> <tr> <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, the Nurse Practitioner, is now seeing patients with minor illness after the reception has asked for a brief description of the problem; they can forward patients to the most appropriate service. The surgery has two more nurses, Phil, who is seeing patients in care homes and visiting patients who are unable to leave their homes and Deborah, who sees patients for dressings, injections, smears, diabetes management and ear syringing etc.</p>	GP	DAY			Dr Fernandes	Wednesday	AM		Dr Chireka	Monday	AM	PM	Tuesday		PM	Thursday	AM	PM	Dr Gupta	Monday	AM		Tuesday	AM		Thursday	AM		Friday	AM		Dr Moreno	Monday	AM	PM	Wednesday	AM	PM	Thursday	AM	PM	Friday	AM	PM	Dr Elas	Wednesday	AM	PM	Friday (TBC)	AM	PM	Dr Twins	Monday	AM	PM	Tuesday	AM	PM	Wednesday	AM	PM	Dr Pulapalli	Tuesday	AM	PM	Dr Keeling	Contact reception for details of appointments		
GP	DAY																																																																					
Dr Fernandes	Wednesday	AM																																																																				
Dr Chireka	Monday	AM	PM																																																																			
	Tuesday		PM																																																																			
	Thursday	AM	PM																																																																			
Dr Gupta	Monday	AM																																																																				
	Tuesday	AM																																																																				
	Thursday	AM																																																																				
	Friday	AM																																																																				
Dr Moreno	Monday	AM	PM																																																																			
	Wednesday	AM	PM																																																																			
	Thursday	AM	PM																																																																			
	Friday	AM	PM																																																																			
Dr Elas	Wednesday	AM	PM																																																																			
	Friday (TBC)	AM	PM																																																																			
Dr Twins	Monday	AM	PM																																																																			
	Tuesday	AM	PM																																																																			
	Wednesday	AM	PM																																																																			
Dr Pulapalli	Tuesday	AM	PM																																																																			
Dr Keeling	Contact reception for details of appointments																																																																					
4.	Patients who do not turn up for their appointments: Patients who did not turn up for their appointments figures:																																																																					

MONTH	GP	NURSE	HCA	TOTAL
JULY	65	12	12	89
AUGUST	63	19	13	95

The group continue to be concerned about the number of patients who do not turn up for their appointments. The practice does try to discuss the issue with the patients concerned wherever possible and to formulate a plan to manage their attendance of their appointments.

Patients are able to cancel their appointments by text if they have received an appointment reminder.

The patients discussed the length of appointments times and although they are 10 minutes long it can be difficult to keep to this time. Dr Chireka advised the patients to bring a list with them to their appointment and between the GP and patients can decide which can be dealt with at the appointment or can be dealt with at further appointment.

5.	<p>Closure of Folkestone East Family Practice:</p> <p>The surgery has taken on approx. 600 patients from the closed surgery. We are continuing to take on patients who have moved into the area, but they must live within the Practice boundary, which is checked upon request for registering at the surgery. The list size of the surgery is currently 7887 patients. This increase in patients has had a huge impact on the surgery but it is fortunate to have been able to recruit more doctors to cope with this demand.</p>
6	<p>Shepway Patient Group Meeting:</p> <p>This group have not met recently due to the chairperson being unwell and no coming forward to lead this group. The practice will contact the patient liaison person at the clinical commissioning group to see what is happening with this group.</p>
7.	<p>Neighbouring Practices:</p> <p>Central Surgery, Guildhall surgery, Hawkinge & Elham Valley Surgery, New Surgery and Sandgate Road surgery with The Manor Clinic are working together and looking at forming a hub here on the Manor Clinic site. A proposal is being submitted to the CCG for a new build health centre on the site and next door now the accountants are vacant. The local council are also involved with the proposal. Other sites have been considered such as the Royal Victoria Hospital but apparently asbestos is present.</p>
7.	<p>Park Farm Surgery:</p> <p>The surgery is currently helping Park farm Surgery with GP and Nurse cover. They are a single handed practice and are having difficulties. More details will follow.</p>
6.	<p>Any other business:</p> <p>The patients met the CQC inspector at the inspection in July, and informed her of their views of the surgery particularly the lack of funding for the surgery and not doing blood tests ECGs etc. The process for inspections has changed and the rules and regulations are looked at to see if the surgery complies. The surgery is not confident about the rating they will receive, mainly due to the impact of the closure of the Folkestone East practice and lack of GPs until recently.</p>
<p>Date of next meeting: Thursday 8th November 2018</p>	