

<b>TYPE</b>	<b>PATIENT GROUP MEETING</b>
<b>DATE</b>	8 <sup>th</sup> November 2018
<b>ATTENDEES</b>	Chair Person Practice Manager 8 Patients
<b>APOLOGIES</b>	Dr Brighton Chireka (Senior GP) 2 Apologies

<b>Matters Arising</b>	<b>Brief Description &amp; Actions Arising</b>																																																																																			
<b>1.</b>	<b>Minutes from last meeting:</b> Minutes from the meeting held on the 6 <sup>th</sup> September were approved																																																																																			
<b>2.</b>	<p><b>Staff at the Surgery:</b> <b>Current Dr appointment sessions:</b> (Subject to change)</p> <table border="1"> <thead> <tr> <th><b>GP</b></th> <th><b>DAY</b></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="2">Dr Chireka</td> <td>Monday</td> <td>AM</td> <td></td> </tr> <tr> <td>Tuesday</td> <td></td> <td>PM</td> </tr> <tr> <td rowspan="2">Dr Chireka</td> <td>Friday</td> <td></td> <td>PM</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td rowspan="4">Dr Gupta (Female)</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 (Female)</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</td> <td>AM</td> <td>PM</td> </tr> <tr> <td rowspan="4">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>Thursday</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 rowspan="2">Dr Wogu (Female)</td> <td>Thursday</td> <td>AM</td> <td></td> </tr> <tr> <td>Friday</td> <td>AM</td> <td>PM</td> </tr> <tr> <td>Dr Keeling (Female)</td> <td>Contact reception for details of appointments</td> <td></td> <td></td> </tr> </tbody> </table>	<b>GP</b>	<b>DAY</b>			Dr Fernandes	Wednesday	AM		Dr Chireka	Monday	AM		Tuesday		PM	Dr Chireka	Friday		PM				Dr Gupta (Female)	Monday	AM		Tuesday	AM		Thursday	AM		Friday	AM		Dr Moreno (Female)	Monday	AM	PM	Wednesday	AM	PM	Thursday	AM	PM	Friday	AM	PM	Dr Elas	Wednesday	AM	PM	Friday	AM	PM	Dr Twins	Monday	AM	PM	Tuesday	AM	PM	Wednesday	AM	PM	Thursday	AM	PM	Dr Pulapalli	Tuesday	AM	PM	Dr Wogu (Female)	Thursday	AM		Friday	AM	PM	Dr Keeling (Female)	Contact reception for details of appointments		
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<b>3.</b>	<p><b>Patients who do not turn up for their appointments:</b> Patients who did not turn up for their appointments figures:</p> <table border="1"> <thead> <tr> <th><b>MONTH</b></th> <th><b>GP</b></th> <th><b>NURSE</b></th> <th><b>HCA</b></th> <th><b>TOTAL</b></th> </tr> </thead> <tbody> <tr> <td>SEPTEMBER</td> <td>58</td> <td>26</td> <td>14</td> <td>98</td> </tr> <tr> <td>OCTOBER</td> <td>59</td> <td>43</td> <td>12</td> <td>114</td> </tr> </tbody> </table> <p>There had been some improvement in the September figures, October's were not available at the meeting, but now available and show a big increase in the nurse appointments not being attended. Nurse appointments can be booked up to six weeks in advance. Text reminders are sent to remind patients of their appointments and can be cancelled from this text if the appointment is no longer needed.</p>	<b>MONTH</b>	<b>GP</b>	<b>NURSE</b>	<b>HCA</b>	<b>TOTAL</b>	SEPTEMBER	58	26	14	98	OCTOBER	59	43	12	114																																																																				
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<b>5.</b>	<p><b>Closure of Folkestone East Family Practice:</b> Concern was raised to ensure the practice had received the extra funding that was allocated to the practice for the extra workload this caused with the sudden increase in patients. The practice is checking this.</p>																																																																																			

6	<p><b>Shepway Patient Group Meeting:</b> This group have not met recently due to the chairperson being unwell and no one coming forward to lead this group. The practice has contacted the clinical commissioning group to see what is happening with this group.</p>
7.	<p><b>Park Farm Surgery:</b> The practice is looking at the possibility of merging with Park Farm surgery. Patients from there are currently being seen by the nurses here as there is no nurse currently at Park Farm surgery. Further details will follow in due course.</p>
8.	<p><b>Staff:</b> Dr Kele Wogu has joined the surgery; she works Thursday mornings and Fridays all day. Linda has also joined us and is a practice nurse; she has done a few days with the surgery this month and due to work two days from December. The surgery has also advertised for more nursing staff and has had a moderate response. More news to follow.</p>
9	<p><b>New health centre:</b> The surgery has been granted initial approval to start looking at the feasibility of building a new surgery on the current site to include the accountants next door. It will go before the next clinical commissioning group meeting on the 22<sup>nd</sup> November.</p>
10	<p><b>CQC inspection report:</b> The report was published in September, and although the surgery was rated Good in all the population groups, overall the rating was Requires Improvement. Plans are in place to address the areas highlighted and prepare for a further inspection in January. <a href="https://www.cqc.org.uk/location/1-515288113">https://www.cqc.org.uk/location/1-515288113</a></p>
6.	<p><b>Any other business:</b> <b>Blood tests:</b> The patients would like bloods to be taken at the surgery, unfortunately there is insufficient funding to do these at the practice, and currently the surgery does not have the resources to do them currently, but is under review. <b>IT Issue:</b> There appears to have been an IT issue with emails arriving into the junk email box of the surgery generic email. The surgery has been alerted by the IT provider and checks made to ensure the box is checked and anything in there actioned. <b>Flu jabs for the Over 65's:</b> This year a different company has been providing the flu jabs for everyone aged over 65. As this is the only supplier, supplies have been delayed. The surgery has had all its supplies now, so all patients who have not had their flu jab please speak to reception to book one.</p>
	<p><b>Date of next meeting: Thursday 31<sup>st</sup> January 2019</b></p>