

TYPE	PATIENT GROUP MEETING
DATE	17 th May 2018
ATTENDEES	Chair Person 7 X Patients Practice Manager
APOLOGIES	Dr Brighton Chireka

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 appointment will still be booked by the surgeries. This is to free up GP appointments for patients with complex medical problems. The service is nurse led but a GP is in attendance. Feedback so far from the surgery's point of view is that patients although being seen, are being sent back to the GP for blood test forms or chest x-ray forms etc. to be issued by our GPs.																																															
3.	<p>Staff at the Surgery: Current Dr appointment sessions: (Subject to change)</p> <table border="1" data-bbox="400 1088 904 1624"> <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="3">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 rowspan="4">Dr Gupta</td> <td>Friday</td> <td>AM</td> <td></td> </tr> <tr> <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> <td></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 is now seeing patients with minor illness after the reception has asked for a brief description of the problem, so they can forward patients to the most appropriate service. The surgery has employed three nurses, Phil, who is seeing patients in care homes and visiting patients who are housebound in their homes, Laura, who is seeing patients with chronic diseases and Deborah who is seeing patients for dressings, injections, smears, diabetes and ear syringing etc.</p>	GP	DAY			Dr Fernandes	Wednesday	AM	PM	Dr Chireka	Monday	AM	PM	Tuesday	AM	PM	Thursday	AM	PM	Dr Gupta	Friday	AM		Monday	AM		Tuesday	AM		Thursday	AM		Friday	AM			Dr Elas	Wednesday	AM	PM	Dr Pulapalli	Tuesday	AM	PM	Dr Keeling	Contact reception for details of appointments		
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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 2056 1185 2188"> <thead> <tr> <th>MONTH</th> <th>GP</th> <th>NURSE</th> <th>HCA</th> <th>TOTAL</th> </tr> </thead> <tbody> <tr> <td>MARCH</td> <td>70</td> <td>15</td> <td>19</td> <td>104</td> </tr> <tr> <td>APRIL</td> <td>42</td> <td>12</td> <td>14</td> <td>68</td> </tr> </tbody> </table>	MONTH	GP	NURSE	HCA	TOTAL	MARCH	70	15	19	104	APRIL	42	12	14	68																																
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	<p>The group are concerned about the number of patients who do not turn up for their appointments. The surgery has been 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 does try to discuss the issue with the patients concerned where possible and formulate a plan to manage their attendance of their appointments.</p>
5.	<p>Closure of Folkestone East Family Practice: 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 must live within the Practice boundary, which is checked upon request for registering at the surgery. The list size of the surgery is currently 7858 patients.</p>
6	<p>Shepway Patient Group Meeting: Mrs Laws has been unable to attend the last couple of meetings this year But is aware that the person running it has moved on.</p>
6.	<p>Any other business: Requests for Blood test forms – these still need to be requested from the reception who either ask the GP or the Nurse now who has been trained in completing them. Please allow at least week for collection.</p>
	<p>Date of next meeting: Thursday 6th September 2018 – 3.30</p>
