

**Notes and Action Points from the NLS PPG Meeting held on
Tuesday 28 August 2018 at the New Lyminge Surgery
Present: YN MH JM SR IB**

- 1 Welcome and Apologies: YN welcomed everyone to the meeting. Apologies received from JW, JB and RP**
- 2 Review of previous APs: AP21 – appointment availability, MH had undertaken a recent review and distributed a table of results which showed both available appointments and the number of calls made before getting a ring tone and an answer. The record demonstrated that calls made after the peak times i.e. 08.30 – 08.45 were often successful on the first attempt. The days when there was most appointment availability were Monday and Friday mornings.**

3 Actions following the recent Patient Survey -

**Car Park lines repainted
Website and Practice Leaflet both updated
All reception team wearing name badges**

- 4 2018 Flu Campaign. For 2018 there will be different Vaccines for the under and over 65s which makes the usual “open clinics” a little more complicated. The Practice will invite all of those patients who have the Flu vaccination for medical reasons, to the 6 October clinic. This clinic will also be open to the over 65s. The clinics are dependent on the availability and delivery of the vaccines to NLS. The Practice will advertise the clinic date with posters and a banner in the surgery car park.**

- 5 The HUB. NLS, in conjunction with other local Practices uses a HUB where patients with minor illness can be seen. NLS uses Oaklands Surgery Hythe and the RV Hospital in**

Folkestone. Patients are offered an appointment at either of these locations provided they meet the criteria and have transport. Feedback from patients has been very positive. Medical records are available at the HUB locations and notes made by the healthcare professionals are added to the patient record at the Practice.

6 Telephone System. The telephone lines continue to be very busy, especially at 08.30 and 15.30 when phone lines open. Patients need to be encouraged to ring a little later when, as the record demonstrated, they are more likely to get through at the first attempt. MH will check with BT to see if a queuing system is compatible with the new telephone system and to see if the general ring back message can be removed from 01303863160 as this is causing confusion for patients.

AP 22 – MH

7 On line availability of appointments. It was agreed that this needs to be increased as we are encouraging patients to use this instead of telephoning. All new patients are being given a pack containing details of accessing on-line appointments and repeat medication. MH will discuss this at the next Practice Meeting.

AP23 – MH

8 AOB

8.1 Test Results: Patients are asked to ring in for results but if the result necessitates it, the GP will contact the patient as a matter of urgency. The Admin Assistant will review all results and will contact patients if they need to be seen routinely

8.2 Recent GDPR guidance suggests that only initials are used in notes/minutes of meetings, hence the initials!

9 Date of Next Meeting – Nov/Dec – date to be agreed