**FMP Patient Participation Group Meeting**

**Wednesday 19th May 2022 12.00**

**Held at the Guildhall**

Attended by :- Dr Baker Dr Sawitzky Kerin Austin Sarah Dyer Graham Elvy (Chair) Julie Taylor Carol Upton Jacquie Dabnor Ian Macdougald Peter Bullard David Tilley Margaret Tilley

1. Welcome and apologies from Peter Weldon, Thelma Barrier, Maudie Vanden Berghe
2. Minutes of previous meeting reviewed and agreed.
3. Matters arising that are not on the agenda. – No other matters
4. Update from Practice
5. The practice secured funding to upgrade the security of the waiting room area’s. This has been installed, and will be up and running soon. We have improved and upgraded the hand held panic alarms in clinical rooms and we will installing a key access system to restrict access to clinical and staffing areas very soon.
6. Funding has been awarded to the practice to upgrade the telephone system and this will be a big improvement on the current system. This will be in the next 3 to 6 months.
7. The kitchen refurbishments have now been completed, apart from a couple of small snagging items. This has been a great improvement on the previous kitchen area. Unfortunately, at the moment, we do not have a staff room available in the surgery area, but there is a staff room downstairs in the FCH which can be used by FMP staff if they would like to.
8. We have now started some new elective clinics on behalf of the Hospital and these are Hand Surgery, Gynaecology and Colorectal Surgery.
9. Last year’s Flu season was a great success. This year NHS England have changed the criteria for patients and the 50-64 with no health conditions group will not be included in the flu invites this year. The uptake from this age group was very low last year.
10. Covid vaccine clinics are continuing at the practice and we are currently running these 3 days a week, seeing between 200 and 250 patients each week. We are still concentrating on the Spring Booster programme of over 75’s, care homes, house bound and immunosuppressed patients, but are also still seeing some patients who are having their first and second covid vaccine as well. We are part of the National Booking System which means that patients from any GP surgery can book via this online system to have their vaccine here at the practice. Under NHS guidance we are still asking all patients and visitors to the practice to wear face coverings. Guidance on social distancing has just been issued by NHS England which will be studied and then implemented by the practice.
11. Terms of Reference. To be discussed after item 8.
12. Updates
13. Phone message. The plan was for Graham to come into the practice to assist with reviewing the telephone message. However, now we are having a new telephone system installed it was agreed the PPG would be involved at that time to provide some input when setting up the messages. At this stage, it is unclear whether the new system allows the person waiting on the phone to know what number they are in the queue.
14. PCN. FMP recently joined with several West Ashford practices to become part of the Mid Kent PCN. GP Practices are obliged to join PCN’s in this way and Dr Gupta had explained to some members of the PPG the importance of joining with these particular practices. Patients will not be forced to go to any of these other GP practices for appointments. Under the PCN we have funding to cover certain roles, under what is called ARRS funding (Additional Reimbursement Role Scheme). This has enabled the practice to have First Contact Practitioners here (they are advanced physiotherapists), and also with this funding we are trying to recruit clinical pharmacists and a Care Co-ordinator.
15. Premises. Graham has agreed to attend a Stake Holder Meeting with Dr Gupta that is currently being arranged.
16. eConsults. The numbers of eConsults we receiving are now increasing and are currently around 15 to 20 per day. These are available Monday to Friday 8am to 6.30pm. The practice cannot open these at the weekend or evening as they are not reviewed by a GP until Monday morning, and therefore any urgent matters could be missed.
17. Ultrasound at Newton Place Surgery. We are aware of this service but all bookings are made by the EKUFT booking department. FMP were under the impression the forms were sent to Estuary View and requested an appointment at FMP, but it is now unclear whether this is happening or not.

**Action Point** - We will clarify the positon with Ultrasound booking and feedback at next meeting.

5. TOR - Dr Baker has some amendments to this -

1. Election of PPG Chair and Vice Chair. Graham would like to stand down from the role as chair as he feels he does not have the time to devote to this. Ian Macdouglad has offered to take over as chair and Graham agreed to be Vice Chair to support the transition.

**Action Point** - to be reviewed at the next meeting.

1. Action Plan for the year. This item will be decided by the new chair, once decided.
2. Any other business Peter Bullard wanted to pass on that he was receiving a lot of good feedback about the practice from people he had been speaking locally.
3. Date and venue for next meeting Wednesday 13th July 12.00 The Guildhall