**The Limes Medical Centre**

**Patient Participation Meeting 11 November 2024**

**Attendees present via Teams:**

(EW) Errol White Practice Business/Finance Manager, (MM) Maxine Meech Practice Operations Manager, (PF) Pauline Farrance Chairperson

Apologies: John Gibson, no response from other members

1. **Current Staff**

* GP Partners: Dr Jain & Dr Subbiah.
* Salaried GPs: Dr Jagannathan, Dr Jabur, Dr Beagley.
* Trainee GP’s: currently two on rotation.
* Acute Team – includes Paramedic Practitioners (PP), Advanced Clinical Practitioners (ACP) & a Nurse Prescriber (NP).
* Nursing Team: includes a Lead Nurse supporting several Nurses, Nurse Associates & HCA’s.
* Respiratory Nurse – we have recruited an ACP with specialist training in respiratory and another nurse; together they will form a positive respiratory team.

1. **Room Development Update**

* EW: no update, we are still waiting to hear, currently with District Valuers, once signed off the build will go ahead.

1. **IT – One Domain**

* EW: IT restructure during week of 25 November. Minimal impact to patients.

1. **Text Message Service**

* EW: The K&M ICB have commissioned iplato for text messages and direct booking appointments, iplato will replace accuRx. iplato is currently used for text message reminders and bulk text message campaigns. There was no consultation with GP’s; we have no option but to use however, the ICB decision is currently being challenged GP wide. There are admin costs to retrain however, the systems are similar. Overall view is that the process should be transparent and not imposed.

1. **Care Navigators / Receptionists**

* PF: queried if there was a new receptionist, as was advised to attend an appointment, however the appointment was unnecessary. Another was very rude / abrupt. EW: apologised and advised it was unlikely the receptionist was still working at The Limes. PF expressed receptionist require lots of training, as it is a specialist role & requires experience.

1. **Patient Access / Appointments**

* PF: mentioned that Minster Surgery had a smear day. EW: it’s the surgery’s own way to encourage uptake but The Limes is ok except for non-English speaking patients plus we also have a different patient demographic.
* PF: Heard there’s a new Womens Health Hub. EW: we already have trained clinicians at The Limes – Lead Nurse Lucy & a GP who has a special interest in Menopause/HRT.
* EW: Covid & flu vaccinations - housebound patients to be visited during the week of 25 November when we have the IT restructure. First flu Saturday had a good uptake but the second Saturday was slow, we need to vaccinate as early as possible as pharmacy’s are providing also. Vaccinations could not begin until 03 October so that pharmacy’s did not vaccinate first before GP surgeries. We are currently maxed out with vaccinations as also have the RSV & Shingles campaigns too.

1. **AOB**

* **PPG Group –** PF: mentioned promoting the group on calling boards, posters and also providing PF’s email address.
* **Agenda & Minutes –** useful andpreferably available before meetings**.**
* **Website** – PF: mentioned main page link not working, EW will review.
* **General Discussion**: PF: Thanet News mentioned there has been an application to change the use of a college to a local Hub but no mention of who has applied.

1. **Date of Next Meetings –** to be held on Mondaysfrom 2-330 pm.

10 February 2025 – avoiding January due to hopefully build but leave open as PF may be away, no date set. EW will send reminder of meeting nearer the time & ask if PPG members wish to consent to share their emails with PF Chairperson