

NOTES FROM THE LIMES online PPG MEETING on Monday 20 October

Present - Pauline Farrance (Chair), Errol White (Joint Practice Manager P/T), John Gibson, Alex Wolfers

1. It was noted that last recorded **minutes** on the website are from November 2024.
1. **Actions** - Errol agreed to upload the missing minutes. And put them in a non-Word format for accessibility.
 - - It was agreed that minutes should include an 'action' section so that reviews at the subsequent meeting can be included.
2. The lack of patients coming forward to **join the PPG** was discussed.

Action - Errol will ensure that the small poster will be placed in a more accessible position in the waiting room. Hopefully there could be two posters and there could be a more frequent 'advert' on the tv screen.

Pauline confirmed her previous request that, if anyone expresses any interest, their name and contact details could be passed on to her.

3. **Admin of the meetings** - Pauline reported that this was discussed at the recent Patient Reference Group Meeting at Westwood, when it was confirmed that the PPG meetings should be run by the members of the PPG. (This is a meeting of the Chairs/members of the PPGs of the practices in Thanet.)

Action - In this regard, Pauline offered to take notes of the meeting today, although it would be good if there was another patient volunteer to take the minutes. She will also endeavour to send out the notice of the meeting one week in advance, and prepare the agenda.

4. Errol reported that the **new Anima system** (see minutes of last meeting in April) had freed up more appointments and so saved some steps in the process, as requests for appointments are going through to a senior GP each day for triage. So not on a first come first served basis, but according to patient need. This means that appointments are available later in the day. 15-40 people on the phone in the morning. There is a ringback facility and the website. Website has been updated and now looks very similar to other practices.

4.

5. Health hub At Westwood - the opening has been announced and there will be diagnostic services, eg respiratory diagnoses etc. Concerns about the parking situation

were discussed (St Peter's surgery is moving there). This major concern has been discussed in many forums and there is still no news on a new bus route to serve the hub, as 'promised' by MP Polly Billington. Pauline pointed out that this was highlighted as a major concern when the plans were announced at a big public 'have your say' event in February.

Action - Errol will update us.

6. GP recruitment

New GP Dr Tania is working two days a week and would like to do more - when there is space?

Currently 17000 patients and 5.2 GPs. Which is an approximate ratio of 3,300 patients per GP.

7. Update on expansion of the Limes

Errol reported that there is still no agreement about this because the landlord wanted a rent review - this was by NHS England Estates. However the landlord disagreed with the result so stuck in limbo and can't get started on creating more rooms. The practice could take on more Health Care Assistants but there's no room. Also the flooring has to be renewed as it may become a health and safety issue. (This was being delayed due to the expected expansion works)

Assura is the landlord and there is a possibility that they are being taken over?

(Update on takeover dated 13 November is here -

https://assets.publishing.service.gov.uk/media/69159f579d50fc2fe81616f9/Final_decision_13_November_2025.pdf)

8. Vaccination clinics are full, good uptake of covid and flu jabs.

9. Paths of referral for long covid, chronic fatigue syndrome, and cataract surgery were discussed.

10. Next meeting to be 2 pm on Monday 24 November 2025