**The Limes Medical Centre**

**Patient Participation Meeting 31st January 2024**

**Attendees present:**

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

**Apology relayed for IT issues, aware time wasting for all, Microsoft Teams now working & tested.**

1. **Current Staff**

GP’s – Increased by two, as well as two Partners Dr Jain & Dr Subbiah, we have recruited Dr Jagannathan & Dr Jabur plus currently two Trainee GP’s on rotation. Hopeful will also recruit another GP as there are incentives for out of area GPs to move to Thanet.

ACP – Seena Michle recruited - The Limes now have 6 Advanced Clinical Practitioners.

Frailty Nurse – Niels has been recruited as previous frailty nurse is now an ACP. Niels deals with referrals from GP’s, hospital discharges & works closely with the SPLW allocated to The Limes; they attend MDT meetings, this has reduced time of the GP & supports patients with their knowledge of available services.

Social Prescribing Link Worker (SPLW) – two allocated to The Limes for both adults & children.

1. **Room Development Update**

The Landlords costs have risen by 100k due to increased costs of materials & labour post pandemic. We are working with the ICB with how to pay for the increased costs, we are hopeful that there is funding available within the NHS to support with this setback.

PF mentioned that there has been a 30% cut in the ICB budget.

1. **Care Navigation Training for Receptionists**

All practices have had training, Care Navigators will signpost patients to a service or to eConsult. Patients will NOT be requested to call back unless they are unable to use the online service. On Mon 29th January the surgery received 400+ calls by 4pm. Hopefully this will help with the busy phone line & will avoid inappropriate bookings. eConsultations are clinically triaged; we currently receive 300+ per week.

1. **Appointment Development**

Some appointments have been converted to specific slot types so that patients are able to self-book via an invitation link i.e. smears, blood tests, health checks. Again this should help with the busy phone line & also with reducing DNA’s.

1. **NHS App**

This is the preferred patient online platform and being promoted by the NHS. The patients medical record will be integrated for GPs & Hospitals. It’s a slow migration but came about due to pandemic. The Limes have updated the surgery website & will promote patients to download the App.

1. **Shingles Campaign**

The campaign has been confusing, many patients thought the invites were for all over 65’s however it is for those just turning 65. There are now two vaccines; patients are invited to self-book if able to.

1. **Diabetic Hub**

6 months in and has been well accepted by patients. A specialist diabetic nurse & a nutritionist are at same appointment. There has been a reduction in diabetes with diet support.

1. **Future Plans - Flu Season 2023/2024**

EW advised clinics will be held on Saturdays in September and October, there will be a housebound programme. Discussion regarding previous year’s vaccines being delayed. MC enquired about a Covid annual vaccine. MM advised the Spring Booster campaign has finished.

1. **AOB**

**Website -** updated

**Agenda & Minutes –** timeline for publication

**New PPG members** – encourage new participants. PF mentioned other surgeries have leaflets

**Physician Associate** – PF mentioned to raise awareness however doesn’t affect The Limes as not beneficial to us

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

22nd April 2024

22nd July 2024

21st October 2024

EW will send reminder of meeting nearer the time & ask if PPG members wish to consent to share their emails with PF Chairperson