

Minutes of IPPG Meeting held at the Health Centre on 14th August 2019

Present: G.Pungenti, P.Holowczycki, K.Baker, P Horner, G Horner. Apologies H Makwana

Minutes of the meeting of 3rd July were signed.

DNA's for July were 96. Majority were first timers. 2 frequent defaulters have been chased. Concern expressed and GP to send note to Observer again.

Signpost leaflets ready but printing problem is delaying them. DMC notified.

Open day;- August not feasible so mid-September likely. Debbie, HCA and Kirsty are planning (possibly away from Health Centre).

BP donations now £70 to date. Clare has asked for more books, some may come from Church fete surplus. Email to Roger Clark and others was not sent – now re sent.

Online bookings. Some experience difficulty in initial registration but once enrolled site is easy and helpful. Bookings available for GP's only, difficult to expand to other providers. GP bookings have limited availability. Attempting to improve and expand system and NHS IT are reviewing system. Vulnerable Px's are cared for by CCG and pharmacy.

Repeat RX system introduced with very short notice and hence many complaints to pharmacy, CCG and surgery. Iwade HC did not have time to send out notices.

Reception staff did not always advise Px's re early and late appointments. Notice displaying this is not currently on display. Complaint when urgent GP appointment conflicted with delayed blood test results. Reception staff asked to give their name when answering a call.

First Aid course extremely successful and worthwhile. Attended by 13-14. Further course suggested, possibly at the Barn on half day closure. Suggested that similar course in schools would be advantageous, possibly 7-9-11 year with a basic simple course.

Complaints re garden and hedges (and broken fence). Surgery cannot act alone as premises belong to NHS Properties Ltd. Many emails have received no positive response. Now considering complaints on Health and Safety grounds to Council who may be able to enforce.

AOB: Telephone answering time too long (3rd in queue but took 16 mins.). Reason – staff shortages and one receptionist failed to log off phone. Uniform samples received, badges coming shortly. 'PPG in Medway' conference 4th Sept, GP and KB to attend.

