

DASHWOOD MEDICAL CENTRE PATIENT PARTICIPATION GROUP

MEETING WEDNESDAY 23RD MARCH, 2017, 5.30 PM

Attendance:-

Mr Carl Connell

Mr Alfred Clarke

Mrs Jill Thomas

Miss Diane Belsey

Ms Delphine Spilsbury

Tracy Warden

Ms Irene Frome

Mrs Pearl Norman

Ms Linda Meise

Mrs Carol Salter

Sue Skinner

Apologies for absence:-

Apologies for absence were received from Mrs Janet Keane, Mr Sidney Dixon and Mrs Ann Slade.

Sue opened the meeting with an update on the situation regarding the GP's and which GP's were looking at becoming salaried.

Following feedback regarding problems relating to the current telephone system Sue explained that the Surgery was looking at installing a new telephone system as the present system, which was currently free, was due to be phased out. The new telephone system would offer more benefits for patients and that the new system would also be able to recognise patients telephone numbers which would help staff in identifying which patients were calling and all present agreed that this would be of benefit for all, patients and the surgery. It was asked if the current telephone number would have to be changed and the Group were informed that this would be inevitable but all patients would get adequate notification regarding any changes.

Following a recent PLT Event (Protected Learning Training) the Group were informed of the five year forward plan relating to the local CCG.

Mr Connell informed the Group of his recent attendance at the NHS Thanet Clinical Commissioning Group on Tuesday, 21st February, 2017. He presented the Group with a copy of the Agenda for the meeting which was chaired by Dr Tony Martin, Clinical Chair, Thanet CCG. He informed the Group that he had found the meeting quite informative and suggested that it would be good for other members to attend future meetings to gain a further insight into what is happening within the local CCG.

The Group were given advice regarding the services and benefits for local people which were on offer by Ageless Thanet.

It was mentioned about the possibility of members to take it in turns to chair the meetings along with facilities that could be offered within the reception area. S Skinner and T Warden stated that they would follow up these requests and give feedback to the Group at a later date.

Discussion ensued about an incident that a member had experienced with the Pharmacy. Sue informed the Group that the Pharmacy had recently been taken over by Paydens and that this possibly been due to this particular incident but that she would discuss any concerns after the meeting to try to resolve the issue.

The meeting closed at 6.30pm.