

Lakeside Medical Centre

Patient Participation Group Meeting

Minutes

**Time: 18:30pm**

**Date: 24th November 2015**

**Venue: Lakeside Medical Centre**

**Attendees: Sylvia Woods**

**Chairperson: Helen Gaylor (Executive Manager)**

**Office Manager: Christine Hughes**

**Minute Taker: Rebecca Snow (administrator)**

**Receptionist: Sabina Rahman**

**Jean Hewitt.**

**Maureen Morgan (HCA)**

1. **Welcome and Introduction**

A number of patients were contacted to attend Lakeside Medical Centre first patient engagement group meeting. Unfortunately one patient attended the meeting. Lakeside Medical Centre would like to thank Sylvia Woods for taking the time to attend the meeting and give us her opinions and views on how the surgery is run.

1. **Practice Update**

This meeting is the first Patient group meeting for Lakeside Medical Centre since Minster Medical Group has become the providers. We hope in the near future we will have more patients attending. Lakeside Medical Centre will advertise for more patients to join the group.

The previous provider of Lakeside Medical Centre was shut down by CQC. Then Minster Medical Group took over the contract of providers. Before the surgery could carry on the building had to be renovated to be brought up to CQC standards. NHS England found temporary accommodation to help the surgery carry on practicing for all the patients. Sittingbourne Memorial Hospital was able to help with the temporary base. It took longer than thought to be able to renovate the surgery due to contracts and builders supplies. It took over a year for the premises to be re-opened to the patients. Sylvia explained it was very frustrating for the patients when the clinics had to be run from Sittingbourne Memorial Hospital.

To help with the running of the surgery and using the benefits of being in a group, we are able to have a practice nurse every Monday, Jacqueline Allen has nurse clinics AM and PM every Monday, Jacqueline also does clinics at our Long Catlis Road Surgery. Maureen Morgan is the Health Care Assistant for Minster Medical Group. Maureen works alongside the Practice Nurse and helps with the nurses workload, Maureen also does the NHS Health Checks. Maureen works at Minster Medical Centre and long Catlis Road Surgery as well as Lakeside Medical Centre. HCA is also qualified to do minor surgery alongside a doctor. When the building was renovated the middle clinical room is to the standard it has to be to have minor surgery clinics. Dr Shah is helping to take bloods for the patients that are unable to get travel to the Sittingbourne Memorial Hospital.

Christine Hughes was introduced as the new office manager. Jean Hewitt attended from our Long Catlis Road Surgery in Rainham. Helen Gaylor explained about the other surgeries we have. Minster Medical Centre, Sheppey Healthy Living Centre and Long Catlis Road Surgery.

Electronic prescription will be starting in the near future. Patients can now join the online access. Patients are able to see their Immunisations, Allergies and Repeat Medications. If patients have medication but it is not on repeat there is a comments box they can write what they require.

Dr Anjana Shah and Nurse Claire Faulkner are doing woman’s health clinics. This is mainly for contraception.

Physiotherapy is starting on the 03/12/2015. The surgery hopes to have Dermatology at the practice in the near future.

Once a week there is a clinic with the doctor that runs up to 19:30pm, this is to help the patients that work late and are unable to get to the surgery within their working hours.

Porch light representative attends the surgery once a fortnight. Porch light gives advice to patients on various topic for example housing, money and advice on lifestyle. Sylvia asked how patients can know about this. Helen and Christine explained the Doctor would advise patients he felt needed this help and make a referral for the individual patient.

1. **Patient Survey**

Sylvia Woods looked at the Patient Survey Report. Sylvia commented that when she phoned the surgery to make an appointment her call was answered straight away. When Sylvia attended her appointment, Sylvia was seen on time. Sylvia likes the layout of the patient survey report. It is easy to read with the pie charts.

1. **Patients Views/Comments**

Sylvia thinks her personal opinion for herself at the surgery is ok, a lot better since being back to the original building and not at the Sittingbourne Memorial Hospital. Sylvia would not like to comment on how other patients may feel.

As a group we commented that it may be a good idea to have a whiteboard to say if the doctor is running late and how far late, to help the patients have an understanding of how long they may have to wait for.

1. **Agree actions and timelines**

No actions were made due to it only being one patient attending the meeting.

1. **AOB and Close**

Lakeside Medical Centre would like to thank Sylvia attending the meeting.