**THE LORDSHIP LANE SURGERY**

**Minutes/Action Points – Patient Participation Group Meeting**

**Wednesday 19th April 2017 at 12pm- 1.30pm**

**Attendees: Nicola Burland (AgeUK), Benjamin Onwuma, Maurice Trotman, Lilian Barthomolew, Joanna Guilar, Ian Appleton, Saud Doha, Dr Saadi Doha, Hermy van Kempen( Minute taker).**

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| **Agenda Item** | **Person**  **Responsible** | **Outcome/Further Action** | **Actioned By** |
| **Age UK Southwark** |  | **Nicola explained the importance of older people accessing services on line.**  **PPG told the surgery that there are now two systems in place for booking on line. They found that the older system works better then the new system.**  **This is for appointments, medication requests, blood test results and also other activities in the borough.**  **For all activities you can pop-in. no appointment needed** | **Saud and Nicola to liaise about time in waiting room for older patients** |
| **Feedback from CQC visit** |  | **Saud told PPG members that the surgery has improved like training for staff but still needs some more improvements.**  **Feedback from PPG when they met with CQC was that they were interested in the interaction between the members. They also recommended visiting other surgeries for PPG meetings.**  **Suggestion was that the complaints procedure needs to be in sight with forms attached to fill in. It was decided that the waiting room would be the best place for the patients to access this.**  **PPG also asked if the surgery could look into the provision of a diabetic nurse. The practice currently refer onto local community clinics are working with IHL to see if this can be better managed.** | **Saud to action this plan**  **Hermy to ring different surgeries for PPG meetings**  **Saud to action** |
| **SouthwarkPPG network** |  | **The next Southwark PPG Network meeting take place on 16 May at**[**Cambridge House**](https://www.google.co.uk/maps/place/Cambridge+House/@51.4806608,-0.0959201,17z/data=!3m1!4b1!4m5!3m4!1s0x48760482711ba8d9:0xc388234962039f35!8m2!3d51.4806608!4d-0.0937314)**at 5.30 (for refreshments and networking) and with the session starting at 6pm.  We will be offering drop-in 15 minute slots with Community Southwark and Time4Southwark for PPGs and practice to discuss your ideas for developing health and wellbeing initiatives.  This follows on from discussions at the  February meeting.** | **PPG members** |
| **Patient survey**  **discussion** |  | **PATIENT SURVEY** – Jan-March 2017:  **75% find it easy to get through to this surgery by phone**  Local (CCG) average: 74%National average: 71%    85% find the receptionists at this surgery helpful  Local (CCG) average: 85%National average: 87%    61% usually get to see or speak to their preferred GP  Local (CCG) average: 47%National average: 56%    86% were able to get an appointment to see or speak to someone the last time they tried  Local (CCG) average: 82%National average: 84%    78% say the last appointment they got was convenient  Local (CCG) average: 75%National average: 81%    **Dr Saadi Doha explained that overall the results were encouraging but there were areas of improvement eg improving access.**  **MT suggested that there needed to be improved signage in regards to complaints in the main waiting room.**  **SD stated that the practice were looking to improve the practice leaflet and that these would be on display in reception and updated on the practice website.** | **SD and practice staff to work on areas highlighted.** |
| **AOB –** |  | **AOB items:**  **Dr Saadi Doha explained that we could have a closer working relationship with the community pharmacist.**  **He also told the members that in far future (5 to 10 Years) it is likely that surgeries will merge together to make it more accessible to patients in emergencies.**  **PPG Members asked if Dr Iqbal could sometimes join the meeting as well. Feedback was given to Dr Iqbal.**  **The next meeting will be in June 2017 email will be cascaded to the group nearer the time.**  **One suggestion was to hold the meeting late afternoon as people who are at work can participate.** |  |