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| **LORDSHIP LANE SURGERY PATIENT PARTICIPATION GROUP** |
| **Minutes & Action points of Meeting Held DATE 24th May 2016 2pm****Present: Saud Doha(SD), Lurline Scott(LS), Benjamin Onwuma (BO)** **Maurice Trotman (MT),** **Next meeting will be: 25th August 2016** |
| **Topic** | **Discussion** | **Outcome/Actions** | **Target Date** | **Responsible Person** | **Completed (Date)** |
| Minutes of previous meeting. | Minutes were read and approved by the members.  |  |  |  | Ongoing  |
| Matters arising:- | No matters arising. |  |  |  | Ongoing  |
| New PPG members  | SD said that the matter of recruiting more members was ongoing and all we can do is keep on trying to get new members.  | Practice to try and recruit new members. |  |  | Ongoing  |
| New Chairperson. | It was agreed that as there were so few members that LS would chair the meetings for the time being. |  |  |  |  |
| CQC Inspection  | SD explained to the group that although our inspection was complete it is ongoing for staff to keep up standards. Inspections are usually every 3/5 years however they could come back at any time. |  |  |  | Ongoing  |
| Texting Service/DNA reduction | SD pointed out that since the text messaging service had been up and running the DNA’s had halved. Also there were more replies to Friends & Family since the texting service with good feedback. | . |  |  | Ongoing. |
| New nurse appointed | SD informed the group that nurse Antoinette Lawal was being employed and starting this month. Antoinette has a specialist interest in diabetes and would be able to improve the service for diabetic patients. |  |  |  |  |
| Rita Borkett (former practice receptionist for 30 years) | SD told the group the sad news that Rita had sadly passed away in February.  |  |  |  |  |