**THE LORDSHIP LANE SURGERY**

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

Thursday 13th October 2016 at 10.30am

Present: Mr Saud Doha, Mrs Kathleen Igar, Mr Maurice Trotman, Mr Jamel Ahmed, Ms Lillian Barthomolew, Ms Lurline Scott

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| Agenda Item | Person Responsible | Outcome/Further Action | Actioned By |
| Welcome | KI |  |  |
| Minutes of meeting | KI | A summary of the conclusions of the August meeting was given.  |  |
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| Patient survey Sept 2016Complaints procedures | SD  | Patient survey discussed: 89**% of patients said they find the receptionists helpful. This is above the national average of 87%.** The receptionists always try to be as helpful and polite as possible and we thank you for positively reflecting this. **85% were able to get an appointment last time you tried which was alongside the national average of 85%.** JA- commented that this is very good as he is able to get an appointment that suits him and that perhaps it would be good for the practice to have a suggestion box.**86% patients say that the GP was good at explaining tests and treatments to them.** LB- explained that she was happy with her recent tests and that Dr I had provided her with a telephone consultation in order to go through the results. **95% had confidence and trust in the last GP that they saw or spoke to.** MT- stated that he liked the continuity of care that he had received for the last 30 years.Overall satisfaction 82% of patients overall were satisfied with the practice and described their experience as good which was above the local average of 79%.LS – commented that although she has not had to attend surgery that often, overall she was satisfied with her experiences at the surgery.LB- commented that perhaps it would be good to have a wall mounted soap dispenser rather than a free standing one.SD summarised the following practice complaints procedure:* All complaints are responded to within 3 working days
* Patients are offered a meeting at the surgery in order to resolve the complaint.
 | SD to evaluate options and implement most suitable. |
| Patient online access | SD | SD informed the group that the practice were trying to increase patient online access at the surgery to up to 10% by March 2017.MT discussed his experience of using patient access and was in favour of using the system. He liked the fact that he could book his appointment online without having to go through reception.The practice will be looking to encourage the usage of patient access through posters. Southwark CCG will also be providing the practice workshops to provide practice staff with training.  | SD and practice staff |
| Patient calling board | SD | An application has been made through the Improvement grant scheme to try and acquire a patient calling board and the practice will be informed of the decision by March 2017. | SD to report result of application. |
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| AOB – date of next meeting | SS | AOB items:**The next meeting will be in January/February 2017- email will be cascaded to the group nearer the time.** |  |