**THE LORDSHIP LANE SURGERY**

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

**Wednesday 13th March 2018 at 12pm- 1.30pm**

**Attendees: , Chandrika Patel, Jean Settle,Maurice Trotman, Lilian Barthomolew, Mr and Mrs Osunde, Andrew Hossain, Saud Doha, Dr Saadi Doha.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agenda Item** | **Person**  **Responsible** | **Outcome/Further Action** | **Actioned By** |
| **Group consultations** | DrD | **DrD stated that the practice were embracing new methods of working, one of which was running a group consultation with hypertension patients so that patients could meet others with the same illness and to learn effective methods of treatment through their patient group.**  **The practice were successful to invite around 15 patients who enjoyed the experience.** | **Saud and Kathleen to liaise about time in waiting room for older patients** |
| **Feedback from CQC visit** | Saud | **Saud told PPG members that the surgery has improved in areas such as caring , responsive, effective and well led but still needed to improve on safety.**  **Feedback from PPG when they met with CQC was that the surgery had been rated as overall good but still required improvement under the safety category.** | **Saud to action this plan**  **Saud to action** |
| **SouthwarkPPG network** |  | **The next Southwark PPG Network meeting take place on 15 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** |
|  |  |  |  |