

LAKESIDE MEDICAL CENTRE PATIENT PARTICIPATION GROUP

Minutes & Action points of Meeting Held DATE 30th May 2018

**Present: Katie Mackintosh (KDM), Jane Sankey (JS), Andrew Sankey(AS), Pat Pitt(PP), Theresa Philips (TP),
Laura Harper (LH), Kate Shaw (KS) & Nicki Ballard (NB)**

Topic	Discussion	Outcome/Actions	Target Date	Responsible Person	Completed (Date)
Apologies	A. Serzin Marie Wright Hannah Charman				
Minutes of previous Meeting.	Minutes were read and approved.				
Friend and family	In July we had 187 responses, 92% were positive and 5% negative. Out of the negative comments we have one comment which we could use as a training point for the reception and admin teams which involved a patient calling up to say they would be late for an appointment, subsequently the patient was more than 10 minutes late and the clinician said they would have to rebook. At the time correct procedures were followed, but the incident was used for refresher training. No other Comment were made with the negative comments which we could improve the services with.	KDM- tweet about positive feedback	01.10.18	KDM	Ongoing
Meeting Attendance	How do we encourage more people to attend the meetings? The text message service worked for a couple of meeting, but last time we sent out a text message we had no additional patient attend. We are having a new patient information point added to	MW/KDM – when new information point fitted use it to advertise group	4-6 weeks	MW/KDM	Ongoing

	<p>the waiting room which we can use to advertise the PPG, hopefully this may encourage a few more people to attend. We could also look into Virtual attendance through media such as Zoom UPDATE 30/05/18 – Marie would like all members to confirm their attendance for meeting in the future so that we can cancel if the numbers are too low.</p>	KDM – to look into Zoom	30.05.18	KDM	
Newsletter	<p>We are in the process of producing a new Newsletter, but do to staff shortages we have not had time to complete this. We will prioritise clinical work above other areas such as Newsletter when we are short of staff.</p> <p>With the merger with New Cross we have to ensure that we still have the funding for the newsletter to go ahead. We may have to change format to allow for new budget. As it is now 70 years of the NHS it was discuss about including something historical for the newsletter e.g a look back at the surgery over the years. UPDATE 30/05/18 – We are still short staffed and as such are still unable to produce newsletter. When we get a chance to produce this we are looking at ways we can bring it together with the NHS 70th anniversary. UPDATE 22/08/18 – as staffing levels have improved KDM will aim to get a newsletter out for the flu season in mid-September when we have a lot of patient attending for flu jabs.</p>	MW – look into funding	15.09.18	KDM	Ongoing
Patient Information Point (PIP)	<p>This will be installed in waiting area. It is sponsored by local businesses and will allow access to our website and we will be able to us it to promote services within the surgery. We are hoping to have this installed in 4-6 weeks. UPDATE 30/05/18 –this should be arriving soon MW has a</p>				Ongoing

	meeting with the supplier next week. UPDATE 22/08/18 – PIP, now in place.				
Vertical Integration PPG group	There are now 9 practices which have been vertically integrated and there is a PPG for this group of patients. 95% of our patients who access a hospital do so through New Cross, so this group will be relevant to a majority of our patients. They are held quarterly at New Cross 10-12. The PPG will be kept informed of when the meetings are should they wish to attend. UPDATE 22/08/18 – see VI team visit.	KDM – will send out the minutes for the VI- PPG to the PPG.	01.05.18	KDM	Ongoing
VI team visit	The VI team visited the surgery to discuss what VI meant for the surgery with the PPG group. They said that their hopes were that the various PPG's from the VI surgeries will share what they hope VI will mean for them. They said that the patient might not notice a lot of change on normal day to day bases, but that there were a lot of changes in the background. One thing patient may notice is that they have access to additional hours, they are looking to offer our patients access to Saturday, Sunday and Evening appointments at West Park in the near future. They are also looking at introducing a more diverse range of services, including ANP, clinical Pharmacist and Specialist services in the community. They are looking at introducing First Point of Contact which is where you can be assessed by a physio for example before having to see your GP and also looking in ANP's doing home visits. As a large group, VI practices can offer a wider range of services. KDM said that she has already found it helpful because				

	<p>they were able to provide nursing cover when the nurse and HCA called in sick on the same week. This meant that patient who needed to be seen urgently was seen.</p> <p>PP asked about the future of West Park as she had heard rumours that it might close. The VI team said that because of the age of the building that the services at West Park were due to be reviewed and the future of West Park assessed, but there are no plans to close West Park for the time being. They are taking a look at the services they provide in the community in general including patient access and how easy it is to get to locations such as West Park if you do not have a car.</p> <p>LH said that there is a VI PPG every quarter that which will keep the PPG updates at any changes that are happening with regards to VI. They also have links to the council, which can help with issues such as carers and befriending services. They are very keen to get PPG members involved in helping the community and helping vulnerable patients. The trust values the PPG and would like them to take more control. LH will send us details of the VI PPG meeting, the times and dates for these change to give a wider variety of patients a chance to get involved.</p> <p>They are also hoping to hold a workshop in September for PPG members, the dates are to be confirmed.</p>				
National Patient Survey	The survey has come out this week. The members have been emailed the link to they can look for themselves how	KDM – review results and compare	10/10/18	KDM	Ongoing

	we did, but generally we scored very well. We have done better than the national and CCG averages. KDM will review the results and compare them to previous results for the next meeting so that we can look at them with some perspective	with previous years.			
Meeting Frequency	To help with the low attendance, we would like to consider making the meeting less frequent so that we have more to discuss each meeting. KDM suggested that the meeting be every other month and the second Wednesday of the month, so that they are the same time each month. This would make the next meeting the 10 th October and the meeting after that 12 th December. Everyone in attendance was in agreement. KDM will make sure that the members not present are happy with the change and confirm the dates.	KDM – Conform changes with absent PPF members	30.09.18	KDM	Ongoing
Meetings for 2018	Wednesday 11 th July – VI team have been invited to the next meeting – attendance to be confirmed. Wednesday 22 nd August Wednesday 3 rd October Wednesday 14 th November				
Next Meeting	Wednesday 11 th July - The VI team will be attending this meeting to discuss points of interest with PPG group.				