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| **LAKESIDE MEDICAL CENTRE PATIENT PARTICIPATION GROUP** | | | | | |
| **Minutes & Action points of Meeting Held DATE 4th April 2017**  **Present: Marie Wright (MW) Katie Mackintosh (KDM), Jane Oakley (JO), Terry Birch(TB), Barbara Boxley (BB) and Ikpreet Samra** | | | | | |
| **Topic** | **Discussion** | **Outcome/Actions** | **Target Date** | **Responsible Person** | **Completed (Date)** |
| Apologies | Hannah Charman and pat Pitt |  |  |  |  |
| Minutes of previous Meeting. | Minutes were read and approved. |  |  |  |  |
| Matters arising. | We have had no new members as of yet. It was suggested that we start using the texting service to let people know when the meetings will be. The next Seisdon PPG meeting is on the 2ND February, as we have not had a member attend in some time MW will go. **Update 23.02.17** – Texting brought in 4 new members.  PADDS – MW said that another date would be arranged possibly for the next meeting. **Update 23.02.17** – should be coming to the next meeting. **Update 04.04.17** – MW is still trying to arrange but they are currently recruiting new members and will be in touch with MW soon. | Text message to be sent to patients prior to next meeting.  arrange date for the PADS to attend the PPG meeting | **20.02.17**  **16.05.17** | KDM  MW | Complete  Ongoing |
| Friends and Family | Feedback from Friends and Family in February was again extremely positive. Of the 39 responses we had 36 patient extremely likely to recommend us, 2 likely to recommend us and one patient how didn’t know. We had no unlikely or extremely unlikely comments. The PPG thought that the receptions rated 10/10 for service. The data for March as not been processed yet so at the next meeting we will be able to review 2 months friends and family, March and April. |  |  |  | Ongoing |
| District PPG | Following negative comment made at the District PPG Marie Wright attended the last meeting to give feedback. Meeting was also attended by 3 members of the Lakeside PPG. Minutes from this meeting are not yet available, but we will make them available from or website when they are. Comments have been made on social media about Lakeside medical centre and everyone is able to have their own opinion we would ask that if members of the PPG see comments about the surgery which express that someone has had a bad experience that they ask that person to contact the surgery. We are always open to patient comments especially negative as they can help us improve the quality of care that we offer and improve the experiences of all patients at the surgery. No-one will be treated any differently if they wish to bring issues to our attention.  We would like to encourage continues attendance at the District PPG.  **Update 04.04.17** – the next district PPG meeting is on Thursday (06.04.17). MW will be in attendance. | Minutes to be made available on our website | As soon as they become available | KDM | Ongoing |
| Breast screening | KDM has been in contact with Sandra who is leading the way in trying to move breast care from Wombourne to Codsall, which is a more convenient location for more patients. As of yet she has not made much progress with the parties involved. She has spoken to Gavin Williamson, who has arranged a meeting to discuss the issue. Feedback from this meeting to follow. She also arranged a meeting with the South Staffordshire Breast Screening Service, who explained that they were making changes to the service but they were not consulting with service users at this time.  It is possible that patient can attend the screening service at Tettenhall wood.  **Update 04.04.17** – the service at tettenhall wood is for Wolverhampton patients, south staffs patients not able to attend. | Look into the option of patients going to the screening service at Tettenhall wood/Lower green medical centre | 04.04.17 | KDM | Ongoing |
| Patient stories | KDM proposed that we start articles in the Newsletter called patient stories when patients can share their stories about the surgery or the NHS in general. The PPG thought this would be a great idea and several members’ volunteers to write something. When a patient writes a story they can decide whether they want to put their name on it or make in anonymous. | JO – to write first story, it was felt she was a good choice as she has been a patient here 25 years | 16.05.17 | JO | Ongoing |
| New GP Dr Ghani | Dr Ghani came in the PPG group to introduce herself. She said she had a special interest in minor surgery, cysts, lumps and bumps. She is currently developing her skills in this area. She has enjoyed her time at the surgery so far and says that there is a good mix of patients. |  |  |  | Complete |
| Other maters | Patients have stated that they sometime feel uncomfortable when they are been asked about the nature of their problems by receptionists. MW explained that this is just to ensure that the patients are being allocated the best care for their condition. The group discussed how this could be improved. The surgery has a plan to add a message into the message you get when you call explaining that questions are being ask to allocate you to the best care. The PPG also suggested putting something in the Newsletter to explain this or sending out a text message. Also we can use the same methods make patients aware that if they have more than one problem they came make a double appointment to ensure that the Doctor has the time to deal with all their problems. We also need to increase the awareness of online services which are available such as ordering prescriptions or making appointments.  Not all the new members from the last meeting have attended for this meeting. It was decided that we did not want to text all the patients as we did last time but we may do next time as this would mean we are texting every three months. We did however tweet about the forthcoming meeting. | Look into ways in which we can inform patients of the processes at the surgery through our newsletter, Texting service and posters.  WM to contact new members and see if they are interesting in continued membership. | 04.04.17  16.05.17 | KDM/MW  MW | Ongoing  Ongoing |
| Meetings for 2017 | 16th May  27th June  8th August  19th September  31st October  12th December |  |  |  |  |
| Next Meeting | Tuesday 16th May 2017 |  |  |  |  |