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| **LAKESIDE MEDICAL CENTRE PATIENT PARTICIPATION GROUP** |
| **Minutes & Action points of Meeting Held DATE 10th January 2017****Present: Marie Wright (MW) Katie Mackintosh (KDM),**  **Jane Oakley (JO), Terry Birch(TB) and Pat Pitt (PP)** |
| **Topic** | **Discussion** | **Outcome/Actions** | **Target Date** | **Responsible Person** | **Completed (Date)** |
| Apologies | Hannah Charman & Barbara Boxley. |  |  |  |  |
| 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. Breast Screening – petition went to local MP, nothing heard back Pharmacist – Pharmacist has been a huge success and is now booked up further in advance than the GP’s. She is taking on more responsibility with chronic disease management and is currently taking a course on Diabetes management and will soon be taking on more work with Diabetic patients. She is able to do triage, Home visits and telephone consultations.Flu vaccinations - we are now coming to the end of the season and we have vaccinated close to 1300 people.PADDS – MW said that another date would be arranged possibly for the next meeting. Dr Asthana – no further sessions are available to see Dr Asthana. | Text message to be sent to patients prior to next meeting.KDM to chase up with Sandra.arrange date for the PADS to attend the PPG meeting | **20.02.17****21.02.17****21/02/17** | KDMKDMMW | OngoingCompleteOngoing |
| Staffing | Our new apprentice, Fearne, is settling in well and will commence her NVQ shortlyPractice Nurse - Emily has started and is settling in well. Emily will be commencing a course mid February to support her change from secondary care to primary care. We have successfully recruited a GP for 6 sessions per week, Dr Ghani will commence her post 13th March 2017. In the mean time she will be at the practice for 1 session per week.  |  |  |  |  |
| Christmas Carols | The concert was a huge success and we raised £125.00. As a result we would like to do this again next year with a view to making it an annual event. |  |  |  |  |
| Friends and Family  | We had fantastic feedback through November and December with our friends and family test. In November 39/44 people were extremely likely to recommend our service. We are very proud of this. With the people who would not recommend our service we only had one who gave us any feedback about it. We actively encourage feedback, especially negative comments as we can use them to improve our service. TB said that he had seen on Facebook someone asking for advice on which surgery to join as they were new to the area and more people seemed to favour Tamar. We can’t controll what people put on social media and if any of our members wish to contribute to these discussions they are welcome to. If anybody raises concerns about the practice please suggest to them that they contact the surgery directly so that we can deal with these issues.  |  |  |  | Ongoing |
| Meetings for 2017 | 21st February4th April16th May27th June8th August19th September31st October12th December |  |  |  |  |
| Next Meeting  | Tuesday 21st February 2017 | . |  |  |  |