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| **LAKESIDE MEDICAL CENTRE PATIENT PARTICIPATION GROUP** | | | | | |
| **Minutes & Action points of Meeting Held DATE 21st February 2017**  **Present: Marie Wright (MW) Katie Mackintosh (KDM), Jane Oakley (JO), Terry Birch(TB), Pat Pitt (PP), Jenifer Hayes (JH), Hannah Charman (HC), Mary Thomas(MT), Frank Thomas(FT), Barbara Boxley (BB) and Nick Salter (NS)** | | | | | |
| **Topic** | **Discussion** | **Outcome/Actions** | **Target Date** | **Responsible Person** | **Completed (Date)** |
| Apologies |  |  |  |  |  |
| 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. | Text message to be sent to patients prior to next meeting.  arrange date for the PADS to attend the PPG meeting | **20.02.17**  **21/02/17** | KDM  MW | Complete  Ongoing |
| Staffing | Dr Asthana has now retired and we have employed a replacement Doctor named Dr Ghani who will start on the 13th March and will be doing 6 sessions a week. Along with the pharmacist who is here three days a week we will back up to full capacity and the staffing level should be stable. We are the first surgery in the area to employ a pharmacist, expanding the skill mis at the surgery. |  |  |  | Complete |
| 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. **Update 23.02.17** – Thank you to everyone who helped with the concert, we hope to do it again next year as well as other events throughout the year which involves the local community. |  |  |  | Complete |
| Friends and Family | Feedback from Friends and Family in January was extremely positive with 94.5% of patient saying that they would recommend us to Friends and Family. As always we will try and follow up on all negative comments made, although many are made anonymously and where possible we will try and use these comments to improve the service.  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. Patients can also make feedback on NHS choices and we will always respond to any comments made via this website. |  |  |  | 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. | 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. | Look into the option of patients going to the screening service at Tettenhall wood/Lower green medical centre | 04.04.17 | KDM | Ongoing |
| 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. | Look into ways in which we can inform patients of the processes at the surgery through our newsletter, Texting service and posters. | 04.04.17 | KDM/MW | Ongoing |
| Meetings for 2017 | 4th April  16th May  27th June  8th August  19th September  31st October  12th December |  |  |  |  |
| Next Meeting | Tuesday 4th April 2017 | . |  |  |  |