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| **LAKESIDE MEDICAL CENTRE PATIENT PARTICIPATION GROUP** | | | | | |
| **Minutes & Action points of Meeting Held DATE 19th April 2016**  **Present: Katie Mackintosh(KDM), Marie Wright(MW), Pat Pitt(PP),**  **Janet Playford (JP), Terence Birch (TB) and Chris Parry (CP)** | | | | | |
| **Topic** | **Discussion** | **Outcome/Actions** | **Target Date** | **Responsible Person** | **Completed (Date)** |
| Minutes of previous meeting. | Minutes were read and approved by the members. |  |  | MW | Ongoing |
| Matters arising. | No matters arising. |  |  |  | Ongoing |
| New PPG members (what have we done so far) | It was proposed that to encourage new members an article in the newsletter showing what we talked about it the meetings would be a good idea. It was decided that PP would write the first article for the next newsletter and that the members could take it in turns writing articles. | KDM to inform PP of when the next newsletter will be published  PP to write article for Newsletter. | **01.06.16** | KDM/PP | Ongoing |
| New Chairperson. | As we have had no volunteers for the role of Chair Person it was decided that we would start a rolling chair person. PP would be the first chair and would take the role for 3 months. At the end of this period a new chair would be assigned, unless a volunteer for the permanent position came forwards. | PP to be interim chair for a 3 month period. Ending 19th July 2016. | 19/07/16 | PP |  |
| Change of location/day. | Due to a change in room use at the surgery there is now a room available on a Tuesday afternoon at the surgery. This coupled with the increased cost of using the library means that we will now be holding the meetings at the surgery. The times and dates of the meetings remains the same. | Meetings now held at Lakeside medical Centre. |  |  | Complete |
| Practice Nurse. | MW explained that we have now hired a new practice nurse. She started on the 6th April. She will be doing around 25hours a week, which means with the 5 hours the existing nurse sue does, we now have 30hrs of nursing time every week. This is an increase in nursing time and with Karyn the Health Care Assistant we now have 58hours of nurse/HCA time available. | New Nurse hired. |  |  | Complete |
| Seisdon District PPG | MW pointed out that we have not been sending a representative to the Seisdon PPG meetings. She asked for volunteers to attend. JP said that she would be happy to attend when she had a car available, but she did not always have a car. She also said that it would be best for multiple people to attend. CP said that she might also be willing to attend. KDM will send out the information to the PPG and ask for volunteers. | KDM – to send out information about Seisdon PPG to ask for volunteers. | 20.04.16 | KDM | Ongoing |
| CQC Inspection | MW thanked all the members of the PPG who came to meet with the CQC inspectors. The feedback which they gave was very good.  MW said that we approached the inspection from the perspective of getting advice on how we can improve the surgery. The inspectors were very complimentary on what we had in place especially in terms of safeguarding meetings. The report should come to us 4 weeks after the inspection so we are still waiting on that, but we think we should get a good result, and the items they picked up on were minor and not areas for concern, such as downloading fridge temperatures rather than taking them manually. The inspection should take place every 3 years but they can revisit after 12 months.  The PPG felt that all the staff at the surgery should be congratulated on their efforts. | Waiting for report to be sent to us at the start of May. | 03.05.16 | MW | Ongoing |
| National Patient Survey | We have access to the national patient survey which compares our surgery to the national and Seisdon area averages. MW would like the PPG to review the results and think of ways in which we can improve on the scores which are lower. The next survey is out in July, and we can see if we have improved or declined in any areas. | KDM – to send out National Patient Survey information to the PPG. | 20.04.16 | KDM | Ongoing |
| Texting Services | The PPG raised the issue of Texting services. We have looked into the possibility of having a texting service in the past in improve the levels of DNA’s. MW said that she has looked at this again recently and has arranged a meeting with a company that offers this service for next week. We will look at the cost benefit of this services and review after meeting. | WM – meeting with company which offers texting services. | 29.14.16 | WM | Ongoing |
| PPG Workshop | There is a PPG workshop in Lichfield on the 27th April. MW asked for volunteers to attend, although it is quite a distance to travel. KDM will attend if she has a car available. | KDM – to send out information to PPG in case they want to attend. | 27.04.16 | KDM | Complete |
| Baby Changing Facilities | Hannah Charman said that she had used the baby changing facilities recently and found that it was a bit awkward to use because of the angles. WM suggested that we test this next time there is an appropriate baby in the surgery. | KDM/MW – test the baby changing facilities. | 29.04.16 | KDM/MW | Ongoing. |