***Lakeside Medical Centre***

***Patient Participation Group***

**Minutes of Meeting Held on 20th January 2015**

**17:00 Perton Library**

**Present:** Marie Wright (Practice Manager)

Terence Birch

Katie Mackintosh

Hannah Charman

Patricia Pitt

Simon Taylor

Nick Jarvis

Jackie Wedge (Minute Taker)

**Apologies:** Brian Morris

Jane Oakley

Barbara Boxley

1. **Meet Marie**

Marie introduced herself to the group.

1. **Minutes of Previous Meeting**

The minutes of the previous meeting were read and approved by the group.

1. **Matters Arising**

It was suggested that an article is put in Perton Pages making patients aware of the services offered by the surgery ie extra hours, telephone consultations etc.

1. **Friends and Family Test**

Katie pointed out that the numbers of friends and family tests being completed had dropped this month. This is probably down to the fact that regular patients don’t want to keep filling them in every time they come into the surgery. So far the results have been favourable. Marie suggested that a more detailed survey/questionnaire be undertaken in the future for our own benefit. One of the group commented that Lakeside was the best surgery that he had ever been with! Simon Taylor volunteered to help in any way that he could as he has past experience.

1. **New Nurse Search**

The group were informed that Lesley Croydon who is at the moment working as a locum on Monday mornings will be joining the permanent staff as from 13th April and will be working all day on a Monday. Sue will still be working on a Wednesday afternoon and Michelle (Diabetic Nurse) will be working on a Thursday afternoon.

1. **Patient Participation Enhanced Service**

DNA posters and letters were showed to the group for opinions. How many DNA’s before the letter is sent out were discussed. Texting patients to remind them of their forthcoming appointment was discussed. It was pointed out that this is expensive as the software has to be purchased and also patients would have to consent to us texting in view of privacy.

1. **Any Other Business**

Hannah Charman suggested that we take part in Health Information Week which is held in the first week of July at the Library.

It was also suggested that the PPG be made more prominent in the Newsletter.