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| **LAKESIDE MEDICAL CENTRE PATIENT PARTICIPATION GROUP** | | | | | |
| **Minutes & Action points of Meeting Hel DATE: 12th July 2016**  **Present: Katie Mackintosh(KDM), Amy Stanford(AS), Terence Birch(TB), Jane Oakley(JO),**  **Hannah Charman(HC), Barbara Boxley(BB)**  **Next meeting will be: 23rd August 2016** | | | | | |
| **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.  **Update 15/07/2016:**  **No new members as of yet. We are still trying to advertise meetings by using posters and informing patients on letters we send out for reviews. We could also use the new texting service to advertise when meetings are taking place.** | KDM to inform PP of when the next newsletter will be published  PP to write article for Newsletter.  KDM to advertise the meetings via the texting service and create any additional posters. | **01.06.16** | KDM/PP  KDM | 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.  **Update 15/07/2016:**  **It was decided that the chair person would take the role for 3 meetings rather than 3 months. The new chairperson assigned is HC.** | PP to be interim chair for a 3 month period. Ending 19th July 2016.  HC to be the new chairperson for the next 3 PPG meetings. | 19/07/16 | PP  HC |  |
| 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.  **Update 31/5/16:**  **We have just missed a meeting in May; JP was unable to attend due to change in circumstances. Next meeting not until August.**  **Update 12/07/2016:**  **Still no attenders. KDM to let patients know of meetings in advance.** | KDM – to send out information about Seisdon PPG to ask for volunteers. | Before August meeting | 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.  **Update 31/5/16:**  **Has now been sent to us but is not yet available online. There is a copy available in reception if anyone wants a preview. We achieved good overall, but also in every area.**  **Update 12/7/16:**  **Full report is now available. There is a copy of the report in reception and also available online. As not all members have access to the internet, KDM will send out any copies if required.** | Waiting for report to be published on line. KDM will send full report when available. | As soon as available. | 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.  **Update 31/5/16:**  **The group discussed areas which could be improved around the National patient survey. It was brought to the surgeries attention that on PPG member had not been offered alternative appointment types although others had. KDM will email staff to ask them to ensure they are always offering Telephone Consultations ETC. Next set of figures out in July, we can see how we have changed.**  **Patient dissatisfaction may also come from doctor’s not prescribing antibiotic when patients want them. The PPG suggested writing at article for the newsletter about superbugs and antibiotic resistance to make patient more aware. HC said she would be willing to do this.**  **Update 12/7/16:**  **An independent survey was carried out amongst GP practices in England via the Daily Mirror. Our figures and stats were very good as out of 7,612 we ranked 2,227. KDM will send out the report and stats and will be discussed within the next meeting.** | KDM – to email surgery staff to ensure that they are offering appointment options.  HC – Superbug/antibiotic resistance article for newsletter.  KDM to provide copies of full report and statistics. | 3/6/16 | 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.  **Update 31/5/16:**  **Going ahead, we are aiming to start using 1st July. Will be in before flu season and will helpfully reduce DNA’s**  **Update 12/07/2016:**  **The new texting service went live this week which seems to be working well. Patients can be reminded of appointments and they can reply to cancel which seems to reduce the levels of DNA’s although we have still had a small number of patients not attending after being reminded. The texting service checks our system up to 4 times a day and appointment reminder texts are sent automatically the day before. We can also use this service for informing patients when results are available or when they need to repeat any tests to help reduce costs of postage etc. KDM will have a look at the DNA statistics to see the level of improvement with the texting service going live.** | WM – meeting with company which offers texting services.  KDM to have a look at DNA stats following the texting service. | 29.14.16 | WM | Ongoing |
| 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.  **Update 31/5/16:**  **Still needs testing HC will bring her son in at some point for us to check the changing facilities.**  **Update 12/07/2016:**  **HC hasn’t had chance to bring her son in to test the baby facilities as of yet. HC will be popping into the surgery at some point so she will bring him along to test the facilities.** | KDM/MW – test the baby changing facilities. | 30/6/16 | KDM/MW | Ongoing. |
| PPG article for newsletter | PP wanted to know what the group thought should be included. When we meet, How long we have been running, what changes have been made were suggested. Also to keep it light with salient points. It was suggested that we should do a new picture including participants. PP will draw up draft and send to KDM so that it can be forwarded to the group for their opinions. | PP – to compile article and send to KDM.  KDM to forward to group for their opinion. | 30/6/16 | PP | Ongoing |
| PADDS | HC mentioned that she had spoken at the PADDS (Perton and District Diabetes Support) meeting and out of 15 attenders; there were no patients from Lakeside. She had spoken to somebody at the meeting who said they feel Lakeside could support the service better. We will mention PADDS meetings in our newsletter and also ensure we have posters on our notice board to advertise the meetings or via the texting service. Clinical staff can also make diabetic patients more aware of the service when they are having diabetic reviews. We will mention to the Diabetic Lead to see if she would be interested in providing a talk at the next PADDS meeting to show our support. | KDM/AS to include information on PADDS in the newsletter. Check the poster is available in the waiting room. Speak to Dr Gupta about whether she would be interested in providing a talk. | 23/8/2016 | KDM/AS | Ongoing |
| Any other business | Any news on the building extension – last heard the plans had been submitted but the dates had been delayed. We will update everyone with the plans during the next meeting. | MW to provide an update of the extension plans for the next meeting. | 23/8/2016 | KDM/MW | Ongoing |