***Lakeside Medical Centre***

***Patient Participation Group***

**Minutes of Meeting Held on 26th May 2015**

**17:00 Perton Library**

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

Katie Mackintosh (KDM)(Minute Taker)

Lesley Croydon (LC)(Practice Nurse)

Jane Oakley (JO)

Chris Parry (CP)

Mick Lindenbergh (ML)

Simon Taylor (ST)

Jan Playford (JP)

Nick Jarvis (NJ)

Pat Pitt (PP)

1. **Apologies:** None received

**2 Minutes of Previous Meeting**

Minutes were read and approved by the group.

**3 Matters Arising**

No matters arising from minutes of previous meeting. ST noted that the review of the minutes was short and focused.

1. **Lesley Croydon, New Practice Nurse**

MW introduced Lesley Croydon as the new Practice Nurse. She stated that she officially started on 1st April 2015.

LC- described her career to date. She qualified in 1977 at the Royal Wolverhampton Hospital and has been nursing ever since. She has worked in A&E and as a midwife. She spent the last 25 years working as a Practice Nurse in Codsall. She loves meeting and interacting with patients. He interested are Respiratory Medicine, COPD and Asthma, but she like most things. She hopes to continue here, she is happy with the setup and the girls work hard.

MW- explained which nurses now work on which days.

Lesley – Monday

Sue – Wednesday

Michelle – Thursday

Karyn (Health Care Assistant) – Tuesday till Friday

MW- this means that we have a range of nurses that have different skills

1. **Carers Support day**

WM - Carers support day posters have now been distributed around the village, so it now defiantly going ahead. Sainsbury’s have said that they are going to donate some bits and pieces towards it although details of this have not been confirmed.

On the day we will have various sessions available including Lets work together, Yoga, Hannah Charman will be doing herbalism, and Age UK will be giving cooking classes and Armchair Exercises.

A whole host of care agencies have got involves including McMillan, age UK and others. We have contacted other surgeries, the Express and Star and carers at our practice to spread the word. We are hoping that this event will improve links between agencies as well as between patients and agencies.

Various members of the PPG have offered to help out on the day. PP, JO, NJ and CP. MW will call these people closer to the time to make arrangements.

PP – suggested that we promote the PPG at the event.

It was suggested that it would be nice to have greater at the door.

KDM and CP could bake some cakes.

MW – Spoke to a school nurse about the event who suggested that young carers may also benefit. Although they may be at school the people they care for or a suitable adult could attend the event on their behalf.

Unknown carers are a big problem. These are people who may not consider themselves carers as they are looking after a parent. They often do more than they think and can get additional support. Age UK will be looking for new carers at the event.

There are posters in courser’s court, but it was suggested that they may want to send a representative down. MW will contact them and ask. Corser’s Court has events such as Hairdressers and games which are for everyone not just to residents. It may be a good idea to raise awareness of this.

ST – Could we do information for patients detailing what is available in the areas? Details could include ‘whats on at Corser’s Court’ and helpful website such as the Good life Website and The Market Place.

KDM – suggested that we could do a letter for the Doctors to give to patients who they think may benefit.

What is a carer? This could be a Friend, neighbour or relative, who enable someone to live independently. Even those who play a small part count.

We would like to do carers day follow up, such as improvement plans. A traffic light system for the level of care provided might be a good idea. We would like to raise awareness as an ongoing concern in the community. A special edition of the newsletter might be one way to go about this.

Also we can raise awareness of other facilities in the area such as connect bus or the Drivers service to enable people to get about more.

Carers who live further afield is also an issue. Children don’t always stay close to home these days.

We could also do follow up with the agencies involves and ask what they got from the event.

We could do preparation work for people who may require care in the immediate future such as those who are going to have an operation. We can establish what help they want beforehand in case they are less able to communicate this afterwards.

1. **Fund Raising**

KDM is running in the Wolverhampton Marathon this year, either the full Marathon or and Half Marathon depending on how the training goes and she would like to get the Patients and PPG involved in helping her raise funds for this. She is giving the PPG the choice of which charities she raises money for.

The PPG suggested Compton Hospice, Air Ambulance and Haven. KDM suggested we give the patients as a whole the final say in whom she raised the money for but the PPG said she should raise money for all three. KDM will look into setting up a sponsorship page to see if this is possible.

It was suggested that this could be promoted at the Carers day.

CP – suggested another good way to raise money is a mile of 2p’s or 5p’s.

1. **New plans for improvement**

The areas which are being discussed as the next areas to improve are:

-Cancer Services

-Diabetes

-Premises

-Access to other groups

New ideas presented at this meeting:

-Healthy living/disease prevention

ML – thinks that a clock in the waiting area will make patient more aware if they have to wait to see the doctor, so it is not a good idea. Improved facilities will make for a calmer environment.

The matter of the raised areas in the car park was raised. It was asked if they are necessary. Removing these areas would create more parking spaces and remove obstacles, as they mean some of the parking spaces are tight. It was pointed out that there are a lot of free parking spaces around the surgery if spaces are limited.

It was also pointed out that the Sainsbury’s car park is always cleared when it snows but ours is not. Would it be possible to have Sainsbury’s clear our car park as well? MW – will inquire whether this is possible or if there are alternatives.

MW pointed out that it is a sign of the success that we have had in the past 12 months that we are selecting new areas to address and not having to revisit previous problems and there have been no major issues Identified.

ML – asked if we could have a TV in the waiting room. ST – said a radio could also be good if a TV was not possible. KDM will look into the cost involved in this. It was decided that there should be no Jeremy Kyle or Terry Wogan Shown. A CD player is also an option Preapproved music includes Michael Buble, Barry Manilow and Pan Pipes.

If we have a TV we could include items such as current issues within the surgery, DNA Stats and promotional materials. PPG think it’s a good idea for DNA stats to mean something to the Patients such as ‘This means you’ve waited three days longer for your appointment’

1. **Ultrasound Service**

MW – This is a new service which has been commissioned by the CCG. If the patient wishes they can still go to New Cross, but this new service will have a shorter waiting time than New Cross. We will be one of a number of practices which will be hosting this service. The CCG will be paying for everything. The advantages of this service are that speed and convenience. Most surgeries have free parking and there maybe evening options available. Diagnostics should also be returned within 24 hours which is quicker than New Cross.

Referrals for Obstetrics and Suspected Cancers will still be referred to New Cross Hospital.

The Ultrasound team use a room within the surgery and will bring their equipment with them. Referrals for this service will go through choose and book and then it will be up to the patient to select a suitable time and place for their appointment. It may not be at this surgery as there are other local surgeries participating.

1. **Any Other Business**

KDM – The nest newsletter should be out shortly. Hopefully next week.

**Date and Time of next meeting**: Tuesday 7th July 2015 at 5.00pm at Perton Library.