***Lakeside Medical Centre***

***Patient Participation Group***

**Minutes of Meeting Held on 9th December 2014**

**17:00 Perton Library**

**Present:** Terrence Birch (TB)

 Barbara Boxley (BB)

 Emma Cubberley (EC) (Minute Taker)

 Nick Jarvis (NJ)

 Katie Mackintosh (KM)

 Jane Oakley (JO)

 Jan Playford (JP)

 Claire Wheeler (CW) (Chair)

**Apologies:** Machiel Lindenbergh

1. **Minutes of Previous Meeting**

Everyone received. Read and approved.

1. **Matters Arising**

Christmas shoe box appeal - 16 boxes sent. Unfortunately significantly less than last year’s total. All boxes were donated by staff. Thoughts to why lower numbers firstly church & school also donating and posters were late arriving at the surgery.

1. **Friends and Family Test**

Came into effect from 1st December 2014. Forms located in waiting area, along with posters.KM produced pie chart of results between 1st – 9th December. 115 forms were collected in total for this period. 53.9% of patients are extremely likely to recommend our surgery, 35.7% likely, 9.6% neither likely or unlikely and 1.6% don’t know. The surgery did not received any unlikely or extremely unlikely to recommend our surgery. Everyone pleased with how results are looking so far.

1. **CQC Risk Ratings**

CQC (Care Quality Commission) have released risk score ratings for each GP surgery in England. The score rating helps CQC decide on which surgeries to inspect. The scores are made up of different types of evidence from patient experience, care and treatment, surveys and official statistics. The score is calculated between 1 and 6 (1 being most at risk and 6 being least at risk). Lakeside score 6, which we are all extremely proud of.

1. **New Practice Manager & Departure of Practice Nurse**

Marie Wright has been appointed as our new Practice Manager. Marie is currently working for the NHS in a healthcare department at the local prison. She will be joining us from 5th January 2015.

Michelle our Practice Nurse left the surgery on 26th November. She has joined another practice closer to home. We are currently advertising the position with the closing date 19th December 2014. Applicants so far are looking good. Interviews to be held early January 2015.

Sue who was our Practice Nurse prior to Michelle is kindly helping us out with a clinic on Wednesday afternoons. Michelle who works with us on Thursday afternoons has extended her clinic times on a Thursday and also doing a clinic on some Friday mornings.

1. **Patient Participation Group Enhance Service**

DNA (Did not attend) feedback discussed. Highest population being females between the ages of 20 – 40. After spending a period of time contacting patients regarding their DNA’s the main reason given was forgot. KM discussed sending out letter to patients who repeatedly miss their appointments, inviting them into the surgery to discuss ways in which the surgery can help them keep appointments. Template of letter discussed. Group felt letter was to the point but fair and friendly.

DNA poster shown to group. All agreed. Currently in newsletter and on website. NJ suggested putting copy in Perton Pages, as this would help both us and other surgeries in the area. KM to look into this.

New urgent appointment system going well. Started on 01/08/2014 with adjustments made 01/10/2014 to the afternoon urgent appointments, with taking a few away midweek where audit showed not as busy and adding more to Monday and Thursday. All of surgery now feel working well.

1. **Any Other Business**

NJ attended CCG meeting. Advised other surgeries having problems with DNA’s. NJ thought Lakeside doing well as still some surgeries do not have a PPG.

BB enquired as to how patients with dementia who also have other chronic illnesses get reminded to attend for their annual checks. Advised about dementia register and patients who are more at risk would be on the surgeries avoiding unplanned admissions register. When on this register patients are reviewed a minimum of every 3 months by a GP.

***Date and time of next meeting: 20th January 2015, 5pm, Perton Library***