

## LAKESIDE MEDICAL CENTRE PATIENT PARTICIPATION GROUP

**Minutes & Action points of Meeting Held DATE 12/06/2019**

**Present: Jane Sankey (JS), Andrew Sankey(AS), and Katie Mackintosh (KDM)**

Topic	Discussion	Outcome/Actions	Target Date	Responsible Person	Completed (Date)
Apologies	A. Serzin , Marie Wright, Hannah Charman				
Minutes of previous Meeting.	Minutes were read and approved.				Completed
Friend and family	95% positive feedback last month 4% negative. Patient comments review and discussed. Methods of feedback discussed, most feedback come from the text message service. We have one negative comment which stated that they had to wait for 40min for appointment.				Ongoing
Online Services	PPG agreed that online consultations were a good idea, although they would still like to see a Dr, it was explained to them that this would help people unable to attend appointments during our clinic times, there will be a list of questions for patients to answer before being put forward to a Dr				Ongoing
Wellness on Wednesdays	Wellness on Wednesdays, PPG informed of next meeting date and topic also that there is a billboard in practice reception				Ongoing
Dr Nightingale Bench	Karyn has been in discussion with his family and friends regarding having bench in Perton in remembrance of Dr Nightingale. Everyone would like the bench somewhere public and we are in discussion with the parish council to				Ongoing

	see if we can put it around the lake. If anyone would like to make a donation, please do so at reception. Update 12.06.19 – JS said she had spoken to Mrs Nightingale who had enquired if there was any progress with the bench. Karyn Dean has been asked to contact Mrs Nightingale for feedback on progress. We have had some bench options sent to us from the council which we will forward to her.				
Codsall and Bilbrook cancer support group	There is now a local cancer support group. We are hoping that Heather Dean from the group will be able to attend one of the meetings in order to tell us more about it. Have said that they will attend the next meeting in August.				Ongoing
Staff recruitment	We have appointed a new member of reception staff. Chloe will be starting with us soon as a permanent member of staff, she has previously worked with us as an apprentice and as bank staff. We are also interviewing for the post of apprentice this week and are hoping to recruit 2 people for this role.				Ongoing
Future meetings	What would you like to see from future meetings? Please give us feedback on what you feel would make the meeting better for you. KDM has suggested more input from local support groups who can contact our patients through the PPG	PPG members please give input			Ongoing
Next Meeting	14 <sup>th</sup> August 2019				

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\* Attendees informed of date and time of next meeting