

LAKESIDE MEDICAL CENTRE PATIENT PARTICIPATION GROUP

Minutes & Action points of Meeting Held DATE 12/12/2018

Present: Elaine King (EK) Jane Sankey (JS), Andrew Sankey(AS), Pat Pitt(PP), Anne Atkins(AA)

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	Friends and Family, All attendees happy with the response and comments, discussed ways to give feedback for pts selecting unlikely, unfortunately if patients will not leave contact details then we as a practice can't help resolve the problem.				
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			
Charity	PPG informed that the practice will be collecting for The Good Shepherd Charity and a list of requirements			All Staff	Completed
Wellness on Wednesdays	Wellness on Wednesdays, PPG informed of next meeting date and topic also that there is a billboard in practice reception	Ongoing			
Information	DPPG meeting discussed, Breast Screening will be done at New Cross which is currently being run by Dudley Trust,			EK	Completed

	<p>suggestions put forward that perhaps Breast Screening could be done in the New Hub which will be in the Codsall Council Building</p> <p>Informed attendees of next meeting date for CPPG and asked for more support, Thursday 7th February 10.30-12.30 at Codsall Council Offices</p>				
Information	<p>Facebook A mixed response of pros and cons, suggestion made can we use Perton Pages as delivered to every home. Agreed that Facebook may be good for updates eg. PPG meeting dates,</p> <p>Mr Serzin explained how the Pt access APP worked, he's happy with the App except you can't leave a message as not switched on via the surgery!</p>	KM to review app and activate message function if appropriate	13/02/19	KM/MW	Ongoing
Next Meeting					

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* Attendees informed of date and time of next meeting