

## LAKESIDE MEDICAL CENTRE PATIENT PARTICIPATION GROUP

**Minutes & Action points of Meeting Held DATE 07.03.18**

**Present: Katie Mackintosh (KDM), Marie Wright (MW), Pat Pitt (PP), A.J. Serzin (AJS), Elaine King (EK), Jane Oakley (JO), and Andrew Sankey (AS)**

| Topic                        | Discussion   | Outcome/Actions   | Target Date     | Responsible Person | Completed (Date) |
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| Apologies                    | Hannah Charman   |   |                 |                    |                  |
| Minutes of previous Meeting. | Minutes were read and approved.  |   |                 |                    |                  |
| Matters arising.             | <p>PADDS – MW said that another date would be arranged possibly for the next meeting.</p> <p><b>Update 29.01.18</b> – Apologies for the last meeting being snowed out. MW has spoken to nurse at Tamar about PADDS, but we are still unsure of what is happening. There are rumours that it has been discontinued.</p>   | MW to contact Emma from Tamar to check if PADDS still in operation. | <b>12.12.17</b> | MW                 | Ongoing          |
| District PPG                 | <p>Report from District PPG 01.02.18.</p> <p>Breast Screening locations are still being discussed.</p> <p>There was some discussion about the surgery asking patient for a description of their problems - We asked the PPG present and they did not have a problem with this question when they were arranging appointments and patient are not obliged to say if they do not want to. The PPG felt there was no harm in being asked and patient are able to book regardless of whether they give information or not.</p> <p>Several of the surgeries have been fundraising for the</p> | Next meeting<br>05/04/18  |                 |                    | Ongoing          |

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|                                      | community. Bilbrook raised money for a defibrillator and Russell's house raised money for and INR machine. We are now under New Cross and they are responsible for the purchase of equipment, so we would not be able to do this here.  |                                    |          |     |          |
| Friend and family                    | This month we had 90% positive feedback. We had no comments attached to the negative feedback, so there is nothing we can improve upon based on the friends and family. One patient did mention long waiting times to see GP's , which is already being addressed.  | KDM- tweet about positive feedback |          |     |          |
| Facebook Comments                    | We have had another incident of negative comments being put on Facebook. These incidents can be damaging to the surgery and to the moral of the staff. Some of these comments have since been removed. Patients see these comments on Facebook and report them to the surgery, many patients give up positive feedback in person. The patient attending the PPG said they do not understand where these comments come from as they have never had a problem with the surgery. |                                    |          |     |          |
| Vertical Integration                 | a meeting has been arranged for the PPG to meeting with the vertical intergradation team from New Cross on Wednesday 21 <sup>st</sup> March at 13:30. KDM will send and invite out to all the PPG members. Please let us know if you will be attending.   | KDM to email group with details    | 14.03.18 | KDM | Complete |
| Developing an effective PPG workshop | There is a workshop being held for Developing an Effective PPG on Wednesday 28 <sup>th</sup> March at the Aquarius Ball Rooms in Hednesford. KDM will send out details via email, please sign up if you are able to attend.   | KDM to email group with details    | 14.03.18 | KDM | Complete |
| Waiting times                        | Dr Ghani left us in December and since then we have been  |                                    |          |     | Complete |

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|                      | relying on different locums. We now have got a long term locum, Dr Akhtar who will be with us for at least 3 months or until the vacancy is filled. We now also have a registrar starting with us, both of which have dramatically reduced our waiting times. We are now looking at 6 days for a GP, although if you want to see Dr's Greiner or Gupta the wait is longer.  |  |  |  |  |
| Repeat prescriptions | <p>Patient raised issue of delay in repeat prescriptions being issued. They wanted to know if there was an ongoing issue or if incident had been a one off. Patient reassured that this was a one off and that a majority of prescriptions were issued in a timely fashion.</p> <p>Most problems with repeat prescriptions occur when patients order too early as the system does not allow you to order medication before they are due or if a patient waits until they are out to order as we are unable to process medication requests instantly, we ask patient to allow 2 working days for their medication. We will always try and accommodate patient if they have run out of medication but we cannot guarantee it will be issued the same day. Some pharmacies may only download electronic prescriptions once a day and this too may lead to delays in medication being issued.</p> |  |  |  |  |
| Meetings for 2018    | <p>Wednesday 18<sup>th</sup> April</p> <p>Wednesday 30<sup>th</sup> May</p> <p>Wednesday 11<sup>th</sup> July</p> <p>Wednesday 22<sup>nd</sup> August</p> <p>Wednesday 3<sup>rd</sup> October</p> <p>Wednesday 14<sup>th</sup> November</p>   |  |  |  |  |

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| Next Meeting | Wednesday 18 <sup>th</sup> April |  |  |  |  |
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