

LAKESIDE MEDICAL CENTRE PATIENT PARTICIPATION GROUP

Minutes & Action points of Meeting Held DATE 25.04.18

Present: Katie Mackintosh (KDM), Marie Wright (MW), Pat Pitt (PP), Elaine King (EK), & Hannah Charman (HC)

Topic	Discussion	Outcome/Actions	Target Date	Responsible Person	Completed (Date)
Apologies	Hannah Charman				
Minutes of previous Meeting.	Minutes were read and approved.				
Matters arising.	PADDs – MW said that another date would be arranged possibly for the next meeting. Update 25.04.18 – PADDs are still not responding, we are now uncertain whether they are still operating.				Complete
District PPG	Report from District PPG 05.04.18 This meeting the main points for discussion were Signposting and messages. A lady attended to discuss signposting, not everyone needs to see a GP and we want to ensure that you are seen by the clinician that can help you best.	Next meeting Thursday 7 th June. Please attend if you are able.	07/06/18	ALL	Ongoing
Friend and family	This month we had 92.3% positive feedback. There were 3 negative feedbacks, but no comments were left connected to these, so we cannot make changes to improve on this.	KDM- tweet about positive feedback	01.05.18	KDM	Ongoing
Facebook Comments	We had some positive comments left on the Facebook page. Thank you to everyone who contributed.	HC to add a message of thanks to everyone who made positive comments	01.05.18	HC	Complete

Waiting times	We currently have 5 GP's at the surgery and as a result our waiting times have reduced to less than a week.				Complete
Meeting Attendance	How do we encourage more people to attend the meetings? The text message service worked for a couple of meeting, but last time we sent out a text message we had no additional patient attend. We are having a new patient information point added to the waiting room which we can use to advertise the PPG, hopefully this may encourage a few more people to attend. We could also look into Virtual attendance through media such as Zoom	MW/KDM – when new information point fitted use it to advertise group KDM – to look into Zoom	4-6 weeks 30.05.18	MW/KDM KDM	Ongoing
Newsletter	We are in the process of producing a new Newsletter, but do to staff shortages we have not had time to complete this. We will prioritise clinical work above other areas such as Newsletter when we are short of staff. With the merger with New Cross we have to ensure that we still have the funding for the newsletter to go ahead. We may have to change format to allow for new budget. As it is now 70 years of the NHS it was discuss about including something historical for the newsletter e.g a look back at the surgery over the years.	MW – look into funding	01.05.18	KDM	Ongoing
Patient Information Point (PIP)	This will be installed in waiting area. It is sponsored by local businesses and will allow access to our website and we will be able to us it to promote services within the surgery. We are hoping to have this installed in 4-6 weeks.				Ongoing
Vertical Integration PPG group	There are now 9 practices which have been vertically integrated and there is a PPG for this group of patients. 95% of our patients who access a hospital do so through New Cross, so this group will be relevant to a majority of	KDM – will send out the minutes for the VI- PPG to the PPG.	01.05.18	KDM	Ongoing

	our patients. They are held quarterly at New Cross 10-12. The PPG will be kept informed of when the meetings are should they wish to attend.				
Points raised by TB	Sending out Agendas and Minutes for the meetings, but do to being short staffed in the admin team at the moment these may not be sent out as promptly as usual. Please bear with us on this we are trying to cover the staff shortages. When we are short of staffed we prioritise Clinical work over other matters this would also include updating the website. (Newsletter was discussed separately please see section title Newsletter). The meeting move to a Wednesday was raised in a meeting and the issue was agreed by those Present and was posted on the minutes. If you are not able to make a meeting please feel free to pass items to KDM who can raise them on your behalf.				Complete
Other matters	Music in the waiting room - This is under review and being looked into. As we are now under New Cross we have to go through them for major changes. National PPG forum – This is something which is being looked into.				Complete
Meetings for 2018	Wednesday 30 th May Wednesday 11 th July Wednesday 22 nd August Wednesday 3 rd October Wednesday 14 th November				
Next Meeting	Wednesday 30 th May - The VI team will be attending this meeting to discuss points of interest with PPG group.				

