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| **LAKESIDE MEDICAL CENTRE PATIENT PARTICIPATION GROUP** | | | | | |
| **Minutes & Action points of Meeting Held DATE 16th May 2017**  **Present: Marie Wright (MW) Katie Mackintosh (KDM), Jane Oakley (JO), Terry Birch(TB), Barbara Boxley, Hannah Charman (BB), A.J. Serzin and Andrew Sankey** | | | | | |
| **Topic** | **Discussion** | **Outcome/Actions** | **Target Date** | **Responsible Person** | **Completed (Date)** |
| Apologies |  |  |  |  |  |
| 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 23.02.17** – should be coming to the next meeting. **Update 04.04.17** – MW is still trying to arrange but they are currently recruiting new members and will be in touch with MW soon.  **Update 16.05.17** – The next PADDS meetings will be on the 3rd June and 1St July. We are still waiting for a date when someone can come to PPG meetings. | arrange date for PADDS to attend the PPG meeting | **16.05.17** | MW | Ongoing |
| Friends and Family | Friends and family comments from March and April were extremely positive. In march we had 42 responses,  34 extremely likely, 4 Likely and Neither Likely or Unlikely. In April we had 36 responses, 27 Extremely likely, 5 likely, 1 neither likely nor Unlikely and 3 Unlikely or extremely unlikely.  We had some fantastic comments from patients and where there were negative comments we will take action where possible. Negative comments included a comment about referrals and a patient said that they felt rushed in the consultation. The comments are anonymous though so not always possible to find out details.  The PPG asked if we can put some of the positive comments on the notice board or in the newsletter to make patients aware of them. | Add a poster to the notice board or comments in the newsletter | 31.05.17 | KDM | Ongoing |
| Breast screening | KDM has been in contact with Sandra who is leading the way in trying to move breast care from Wombourne to Codsall, which is a more convenient location for more patients. As of yet she has not made much progress with the parties involved. She has spoken to Gavin Williamson, who has arranged a meeting to discuss the issue. Feedback from this meeting to follow. She also arranged a meeting with the South Staffordshire Breast Screening Service, who explained that they were making changes to the service but they were not consulting with service users at this time.  It is possible that patient can attend the screening service at Tettenhall wood.  **Update 04.04.17** – the service at Tettenhall wood is for Wolverhampton patients, South Staffs patients not able to attend.  **Update 16.05.17** – no further updates on this matter. | Look into the option of patients going to the screening service at Tettenhall wood/Lower green medical centre | 04.04.17 | KDM | Ongoing |
| Patient stories | KDM proposed that we start articles in the Newsletter called patient stories when patients can share their stories about the surgery or the NHS in general. The PPG thought this would be a great idea and several members’ volunteers to write something. When a patient writes a story they can decide whether they want to put their name on it or make in anonymous.  **Update 16.05.17** – TB will try and provide a story for the next newsletter | TB-to write patient story for newsletter | 20.05.17 | TB | Complete |
| Staffing | One of our nurses (Sue Caddick) has now left the surgery. She has been replaced by Sarah Hughes, who will be working at the surgery Thursday afternoons. Emily will be completing her smear training this month, so she will hopefully be able to do smear independently by July. |  |  |  | Complete |
| Facebook comments | Marie received an email from a patient about comments he had read on Facebook about the imminent closure of the surgery. Marie asked him to post a comment back stating that the surgery was not closing, but the original post was subsequently removed.  We are definitely not closing although Perton Clinic next door will be at some point. They are currently looking at relocating the services which are housed there. |  |  |  | Complete |
| Out of Hours | A neighbour of a member of the PPG group rang 111 for an appointment and they were confused about how the service worked or what it offered. We explained that it can be used for anything less than an emergency and that they can direct you on how best to proceed.  The old prime care service is no longer available. | KDM – update website | 16/06/17 | KDM | Complete |
| Cyber attack | At 3:40 on Friday the 12th May all our systems went down. We later found out that this was a precaution taken by our IT suppliers to prevent something more serious from happening. We discovered that we were not the only surgery in the area effected and as we were unable to contact our system provider we actions our business continuity plan. We were still able to see patients and were it was deemed safe we continued to treat and issue prescriptions.  On Sunday a patch became available and was downloaded and by Monday morning we were up and running again. We had some continuing issues with printing Test requests, but this was soon resolves and did not impact patient care.  Patient safety was not affected and EMIS our software provider said that there was no evidence that the system was compromised. There were systems affected by this worldwide, but as a result we have made improvements to our business continuity plan. |  |  |  |  |
| Other matters | Not all the new members from the last meeting have attended for this meeting. It was decided that we did not want to text all the patients as we did last time but we may do next time as this would mean we are texting every three months. We did however tweet about the forthcoming meeting.  Texting service – Can the patient opt out of specific functions or is it all or nothing, patient would like to opt out of Friends and family, but not appointment reminders.  Community Health week – First week of July Library run health week, where they hand out leaflets at the library. We can piggyback of this and do something ourselves through the library. | MW to contact new members and see if they are interesting in continued membership.  Contact MJOG to ask if this is possible  HC/MW/KG to look into ideas | 16/06/17  16/06/17 | MW  KDM | Ongoing  Ongoing |
| Meetings for 2017 | 27th June  8th August  19th September  31st October  12th December |  |  |  |  |
| Next Meeting | Tuesday 27th June |  |  |  |  |