

LAKESIDE MEDICAL CENTRE PATIENT PARTICIPATION GROUP

Minutes & Action points of Meeting Held DATE 30th May 2018

Present: Katie Mackintosh (KDM), Marie Wright (MW), , Elaine King (EK), Jane Oakley, Andrew Sankey & Hannah Charman (HC)

Topic	Discussion	Outcome/Actions	Target Date	Responsible Person	Completed (Date)
Apologies	A. Serzin				
Minutes of previous Meeting.	Minutes were read and approved.				
District PPG	We have not had a district PPG since the last meeting. The next meeting will be on the 7 th June. Please attend if possible.	Next meeting Thursday 7 th June. Please attend if you are able.	07/06/18	ALL	Ongoing
Friend and family	In April we have had no negative feedback from the friends and family survey, we had one patient say they were 'neither likely or unlikely' to recommend us and everyone else said that they were 'Likely' or 'Extremely Likely' to recommend us, which we are extremely pleased with. This is the best month since we started doing friend and family test.	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. UPDATE 30/05/18 – We have had no more comments made of Facebook since the last meeting.	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. UPDATE				Complete

	30/05/18 – our waiting times are now down to under a week partly due to having 5 GP’s at the moment. The registrars will be leaving at the end of July, but we will be having another one start in August called Dr Crews and Dr Hamzat will be back with us next year.				
Meeting Attendance	<p>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.</p> <p>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 UPDATE 30/05/18 – Marie would like all members to confirm their attendance for meeting in the future so that we can cancel if the numbers are too low.</p>	<p>MW/KDM – when new information point fitted use it to advertise group</p> <p>KDM – to look into Zoom</p>	<p>4-6 weeks</p> <p>30.05.18</p>	<p>MW/KDM</p> <p>KDM</p>	Ongoing
Newsletter	<p>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.</p> <p>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. UPDATE 30/05/18 – We are still short staffed and as such are still unable to produce newsletter. When we get a chance to produce</p>	MW – look into funding	01.05.18	KDM	Ongoing

	this we are looking at ways we can bring it together with the NHS 70 th anniversary.				
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 use it to promote services within the surgery. We are hoping to have this installed in 4-6 weeks. UPDATE 30/05/18 –this should be arriving soon MW has a meeting with the supplier next week.				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 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.	KDM – will send out the minutes for the VI- PPG to the PPG.	01.05.18	KDM	Ongoing
GDPR	General Data Protection regulation's came into effect at the end of May. We have been texting all our patients to ensure that we get their permission to continue texting them. Before this came into effect we were texting 97% of our patients to remind them of appointments, but now this number is down to 58%. We are trying to obtain consent from the remaining patients, but in the meantime this may affect our missed appointment numbers. Other changes this will mean for us – we are no longer able to charge for results or records. We also have to provide information on how your information is used, which can be found on our website and we have to provide information in a short time scale.				

Meetings for 2018	Wednesday 11 th July – VI team have been invited to the next meeting – attendance to be confirmed. Wednesday 22 nd August Wednesday 3 rd October Wednesday 14 th November				
Next Meeting	Wednesday 11 th July - The VI team will be attending this meeting to discuss points of interest with PPG group.				