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| **LAKESIDE MEDICAL CENTRE PATIENT PARTICIPATION GROUP** |
| **Minutes & Action points of Meeting Held DATE 31st March 2016****Present: Katie Mackintosh(KDM), Marie Wright(MW), Pat Pitt(PP),** **Terence Birch (TB), Jane Oakley (JO), Hannah Charman(HC)** |
| **Topic** | **Discussion** | **Outcome/Actions** | **Target Date** | **Responsible Person** | **Completed (Date)** |
| Minutes of previous meeting. | Minutes were read and approved by the members.  |  |  | MW | Ongoing  |
| Matters arising. | No matters arising. |  |  |  | Ongoing  |
| New PPG members (what have we done so far) | It was proposed that to encourage new members an article in the newsletter showing what we talked about it the meetings would be a good idea. It was decided that PP would write the first article for the next newsletter and that the members could take it in turns writing articles.  | KDM to inform PP of when the next newsletter will be publishedPP to write article for Newsletter. | **01.06.16** | KDM/PP | Ongoing  |
| New Chairperson. | As we have had no volunteers for the role of Chair Person it was decided that we would start a rolling chair person. PP would be the first chair and would take the role for 3 months. At the end of this period a new chair would be assigned, unless a volunteer for the permanent position came forwards.  | PP to be interim chair for a 3 month period. Ending 19th July 2016.  | 19/07/16 | PP |  |
| Seisdon District PPG | MW pointed out that we have not been sending a representative to the Seisdon PPG meetings. She asked for volunteers to attend. JP said that she would be happy to attend when she had a car available, but she did not always have a car. She also said that it would be best for multiple people to attend. CP said that she might also be willing to attend. KDM will send out the information to the PPG and ask for volunteers.**Update 31/5/16 – We have just missed a meeting in May, JP was unable to attend due to change in circumstances. Next meeting not until August.** | KDM – to send out information about Seisdon PPG to ask for volunteers. | Before August meeting  | KDM | Ongoing |
| CQC Inspection  | MW thanked all the members of the PPG who came to meet with the CQC inspectors. The feedback which they gave was very good. MW said that we approached the inspection from the perspective of getting advice on how we can improve the surgery. The inspectors were very complimentary on what we had in place especially in terms of safeguarding meetings. The report should come to us 4 weeks after the inspection so we are still waiting on that, but we think we should get a good result, and the items they picked up on were minor and not areas for concern, such as downloading fridge temperatures rather than taking them manually. The inspection should take place every 3 years but they can revisit after 12 months. The PPG felt that all the staff at the surgery should be congratulated on their efforts. **Update 31/5/16 – Has now been sent to us but is not yet available online. There is a copy available in reception if anyone wants a preview. We achieved good overall, but also in every area.** | Waiting for report to be published on line. KDM will send full report when available. | As soon as available. | MW | Ongoing  |
| National Patient Survey | We have access to the national patient survey which compares our surgery to the national and Seisdon area averages. MW would like the PPG to review the results and think of ways in which we can improve on the scores which are lower. The next survey is out in July, and we can see if we have improved or declined in any areas. **Update 31/5/16 – The group discussed areas which could be improved around the National patient survey. It was brought to the surgeries attention that on PPG member had not been offered alternative appointment types although others had. KDM will email staff to ask them to ensure they are always offering Telephone Consultations ETC. Next set of figures out in July, we can see how we have changed.****Patient dissatisfaction may also come from doctor’s not prescribing antibiotic when patients want them. The PPG suggested writing at article for the newsletter about superbugs and antibiotic resistance to make patient more aware. HC said she would be willing to do this.**  | KDM – to email surgery staff to ensure that they are offering appointment options. HC – Superbug/antibiotic resistance article for newsletter.  | 3/6/16 | KDM | Ongoing |
| Texting Services  | The PPG raised the issue of Texting services. We have looked into the possibility of having a texting service in the past in improve the levels of DNA’s. MW said that she has looked at this again recently and has arranged a meeting with a company that offers this service for next week. We will look at the cost benefit of this services and review after meeting. **Update 31/5/16 – going ahead, we are aiming to start using 1st July. Will be in before flu season and will helpfully reduce DNA’s** | WM – meeting with company which offers texting services. | 29.14.16 | WM | Ongoing |
| Baby Changing Facilities  | Hannah Charman said that she had used the baby changing facilities recently and found that it was a bit awkward to use because of the angles. WM suggested that we test this next time there is an appropriate baby in the surgery.**Update 31/5/16 – Still needs testing CH will bring her son in at some point for us to check the changing facilities.** | KDM/MW – test the baby changing facilities. | 30/6/16 | KDM/MW | Ongoing. |
| PPG article for newsletter | PP wanted to know what the group thought should be included. When we meet, How long we have been running, what changes have been made were suggested. Also to keep it light with salient points. It was suggested that we should do a new picture including participants. PP will draw up draft and send to KDM so that it can be forwarded to the group for their opinions.  | PP – to compile article and send to KDM.KDM to forward to group for their opinion.  | 30/6/16 | PP | Ongoing  |