***Lakeside Medical Centre***

***Patient Participation Group***

**Minutes of Meeting Held on 3rd March 2015**

**17:00 Perton Library**

**Present:** Marie Wright (Practice Manager)

 Hannah Charman

 Patricia Pitt

 Jan Playford

 Jane Oakley

 Terry Birch

 Barbara Boxley

 Dr Yomi-Adeleke

 Chris Parry

 Claire Wheeler (Vice Chairman)

 Jackie Wedge (Minute Taker)

**Apologies:** Anne Davies

 Michael Lindenburgh

 Simon Taylor

1. **Minutes of Previous Meeting**

Minutes were read and approved by the group.

1. **Matters Arising**

One of the group said that they had been in touch with Perton Pages and they were able to offer us extra space in the magazine if required.

 There has been a good feedback from the Friends and Family Test with 14/17 that would recommend the surgery to someone else.

 The group were informed that the new Practice Nurse will be starting on 1st April.

 It was suggested that a photo of the group be put on the surgery website or even a page dedicated to the PPG.

1. **Dr Yomi Introduces Himself**

Dr Yomi introduced himself to the group.

1. **Herbalist Sessions**

Hannah explained to the group that she is going to be doing herbal sessions in the surgery. She will be doing 10 minute sessions for £10. This will be advertised in the Perton Pages and on notice boards around Perton.

1. **DNA Letter**

The group were shown the updated DNA letter which was approved by everyone in the group. It was agreed to send the letter out to patients after 3 DNA’s.

1. **DNA stats for the quarter**

The group were shown the stats for the last quarter. It was decided to wait and see if the DNA letter made any difference to the number of DNA’s.

1. **Any Other Business**

One of the group mentioned that there had been some derogatory comments about the surgery on Face book.

 Herbal Medicine week – 20th June.

 Health Information week – 6th July.

 One of the group asked about the Dementia Services as some surgeries were having a member from the Dementia Service doing a session per week at the surgery. Marie explained that she had not heard anything about it but said that she would make enquiries.

 The group were told about the Children’s Drawing Competition and it was suggested that the group judge the winner of the competition.

 Marie told the group that the surgery would be closed on the afternoon of 4th March (1pm until 5pm) for training.

 Marie told the group that some building work would be starting at the surgery on Friday 6th March. It is hoped that there will be minimal disruption to patients.

Next Meeting 14th April 2015.