

## LAKESIDE MEDICAL CENTRE PATIENT PARTICIPATION GROUP

**Minutes & Action points of Meeting Held DATE 9<sup>th</sup> August 2017**

**Present: Marie Wright (MW) Katie Mackintosh (KDM), Jane Oakley (JO), Barbara Boxley, (BB), A.J. Serzin,  
Alison Holland, Ken R. 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.	<p>PADDS – MW said that another date would be arranged possibly for the next meeting.</p> <p><b>Update 23.02.17</b> – should be coming to the next meeting.</p> <p><b>Update 04.04.17</b> – MW is still trying to arrange but they are currently recruiting new members and will be in touch with MW soon.</p> <p><b>Update 16.05.17</b> – The next PADDS meetings will be on the 3<sup>rd</sup> June and 1<sup>st</sup> July. We are still waiting for a date when someone can come to PPG meetings.</p>	arrange date for PADDS to attend the PPG meeting	<b>16.05.17</b>	MW	Ongoing
District PPG	<p>The draft minutes have been published for the last District PPG meeting. Breast screening update was mentioned as above.</p> <p>They are looking to develop face to face engagement. Getting people more involved. More information to follow.</p> <p>The next meeting will be held on Thursday 27<sup>th</sup> July.</p> <p><b>Update 08.08.17</b> – MW was not able to attend last</p>	PPG encouraged to attend next meeting in September.			Complete

	<p>meeting on the 27<sup>th</sup> July. The next meeting will be in September and we will inform the PPG when we have the date.</p> <p><b>Update: Next DPPG will be held Thursday 5<sup>th</sup> October 2017 at 10.30am. If you would like to attend, Please contact Marie to inform group of your attendance</b></p> <p>The breast screening was discussed at the last District PPG but there is no update as of yet.</p> <p>Other matters discussed at the PPG meeting included Producing education materials for new Clinical roles in the GP surgery such as Advanced Nurse Practitioners, a number of the surgeries have started producing Newsletters which Lakeside have been doing for a while and some of the local PPG's have raised money for equipment in the surgeries. Our PPG thought this might be a good idea and may look into doing the same for this surgery. The closure of Perton Clinic was also discussed at the Meeting. We have taken on some of the services from Perton Clinic, but we were not able to take them all due space issues. Services have also been relocated to the library at Perton or Codsall clinic. MW has raised concerned about the closure of the clinic with SSOTP and if anyone is having any special issues with this please let her know.</p>				
Telephone Message / Options	We have changed our telephone options, to make them simpler. We now have fewer options on the list and we also inform patients that they will be asked details of their condition. We do this to ensure that they are being signposted to the best service for their condition and they	contact service provider for the online booking service and check if this can be changed	11.08.17	KDM	Ongoing

	<p>do not need to say if they do not wish to. As we may be able to deal with some queries over the phone or signpost patient to our pharmacist or nurse, we are then ensuring that the doctor's appointments are given to those who most need them. Feedback from patient who had used the system since the change was positive.</p> <p>It was brought to the attention of the group that the app to book appointments gives you options to book Urgent, Catch-up or Blocked appointments. This is incorrect as we do not offer the facility to book an urgent appointment on-line and the other two slots should not be bookable at all.</p>	to exclude urgent, catch-up and blocked appointments.			
Friend and family	We have scored a little lower this month than last, but not by much. We again said that we have a problem with people who rate us poorly not giving feedback or contact details and encouraged everyone to do so as negative feedback can be worked on if we have enough information.				Complete
National patient survey	<p>This is an annual review for all the surgeries in the country. There has been a general downturn in patient satisfaction this year. As a surgery we are above average in some areas and below in others. We have compared this year's results to previous years and combined with patient comments and the Friends and family test we are using this date to see how we can improve our services. If patients have ideas about how services can be improved we are open to suggestions.</p> <p><b>LINK TO SURVEY:</b> <a href="https://gp-patient.co.uk/">https://gp-patient.co.uk/</a></p>	include link to National patient survey when sending out Minutes.	11.08.17	KDM	Ongoing

Other matters	<p>Concerns were raised about the length of time it is taking to get an appointment at the surgery. This issue has been raised by several patients and they said that it has become especially bad in last 6 month but there are has not been an increase in patient numbers or the age demographic of the patients. The surgery is aware of these problems are we are putting things in place to try and bring down the waiting time for patients. We do have more clinical appointments available now that in the past as we have additional appointments available with the pharmacist who can take on some of the workload from the doctors as she can deal with many minor ailments and issue prescriptions. In addition to this the surgery has started asking patient why they are coming to see the Doctor to ensure that they are signposted to the most appropriate service, such as a nurse, pharmacist, a Telephone consultation or an outside agency such as A&amp;E when appropriate. This should ensure that we are making the best use of the Doctors time. Although patient numbers have not increased, demands for appointment have increased recently leading to a shortage and although our waiting time are longer than they used to be, we are still below the national average for waiting times.</p> <p>We do have same day appointments available for patients with urgent matters and we ask patient if they feel they need to be seen urgently that day to try and contact the surgery as early as possible. We also find that the numbers of patient missing appointment is having an impact on our waiting times so ask patient to please try and cancel</p>				
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	<p>appointment if they are not required. The practice are constantly reviewing waiting time figures and are committed to lowering the waiting times for patients. If patients have any suggestions which they feel may help, they are welcome to contact the surgery.</p> <p>The wait for appointment and follow-up appointment was raised as an issue. As a surgery we do not currently track hospital appointment or letters for patient, although if patient come to us with specific problems we can either contact the hospital or provide them with the right details of who to contact (depending on the situation) to get appointments chased up. Issues with Hospital waiting times or appointments which have not been made, can be raised directly with the department or if it is an ongoing issue it is best to contact PALS who deal with patient complaints within the hospital as they have the most impact.</p>				
Meetings for 2017	<p>19<sup>th</sup> September  31<sup>st</sup> October  12<sup>th</sup> December</p>				
Next Meeting	Tuesday 19 <sup>th</sup> September				