

## LAKESIDE MEDICAL CENTRE PATIENT PARTICIPATION GROUP

**Minutes & Action points of Meeting Held DATE 19/09/17**

**Present: Katie Mackintosh (KDM), Jane Oakley (JO), Barbara Boxley, (BB), Terry Birch(TB), Pat Pitt (PP) and Andrew Sankey (AS)**

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> <p><b>Update 19.09.17</b> – the minutes of the last District PPG have not yet been issued.</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	PPG to list to the message for the next meeting	20.10.17	PPG members	Ongoing

	<p>condition. We do this to ensure that they are being signposted to the best service for their condition and they 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> <p><b>Update 19.09.17</b> – We discussed the message for the telephone system. Some people felt that it was too long, but most had not heard it. They said they would call in and listen to it. We have tried to keep it as short as possible, but there is a lot of information which we are trying to provide in the message.</p>				
Friend and family	<p>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.</p> <p><b>Update 19.09.17</b> – We have improved our scores this month, compared to last. There were a couple of people who said they would not recommend us, but only one left</p>				Complete

	a comment, which we will action if possible.				
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> <p><b>Update 19.09.17</b> – Some patient has had a chance to look at the survey results. They found it very interesting and thought that the results were good when compared to some of the other surgeries in the area.</p>	.			Complete
Flu Vaccinations	The practice has delivery of Seasonal Flu vaccinations confirmed for 25/09/17. As soon as they are received at the practice we will notify patients via text messages, letters or telephone calls.				Complete
Waiting times	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				Ongoing

	<p>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 appointment if they are not required. The practice is 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><b>Update 19.09.17</b> – Since the last meeting the waiting times for appointments has reduced to a week or less(was about two weeks). There were fewer DNA's in August and the telephone message has helped us direct people more effectively as we are asking why they are coming to the</p>				
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	surgery. We have also has a run on trying to get more people to use the Texting service.				
Other matters	Health watch Staffordshire asked for Volunteers to become Ambassador's. There were no volunteers, but I will include the information when I send out the minutes.	KDM include the information when sending out Minutes	25/09/17	KDM	Ongoing
	BB brought in a form from her Dentist to see if we would like to do something similar in the surgery, Perhaps in the next newsletter. We will look into it.	KDM to Show MW the form. Discuss putting it in newsletter.	31.10.17	KDM	Ongoing
Meetings for 2017	31 <sup>st</sup> October 12 <sup>th</sup> December				
Next Meeting	Tuesday 31 <sup>st</sup> of October				