

## LAKESIDE MEDICAL CENTRE PATIENT PARTICIPATION GROUP

**Minutes & Action points of Meeting Held DATE 24.01.18**

**Present: Katie Mackintosh (KDM), Marie Wright (MW), Pat Pitt, Hannah Charman, Jane Oakley (JO), and Andrew Sankey (AS)**

Topic	Discussion	Outcome/Actions	Target Date	Responsible Person	Completed (Date)
Apologies	Terry Birch				
Minutes of previous Meeting.	Minutes were read and approved.				
Matters arising.	PADDS – MW said that another date would be arranged possibly for the next meeting. <b>Update 29.01.18</b> – Apologies for the last meeting being snowed out. MW has spoken to nurse at Tamar about PADDS, but we are still unsure of what is happening. There are rumours that it has been discontinued.	MW to contact Emma from Tamar to check if PADDS still in operation.	<b>12.12.17</b>	MW	Ongoing
District PPG	Minutes from last District PPG are not yet available but they have released action points from the meeting. They are encouraging people to get more involved. <b>Update 29.01.18</b> - the next meeting is the 1 <sup>st</sup> February, Elaine King will be attending, if anyone wished to join her please do so.	Next meeting 01.02.18			Ongoing
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	PPG to list to the message for the next meeting	20.10.17	PPG members	Complete

	<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> <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> <p><b>Update 31.10.17</b> – Some more members have listened to the new message now, but not everyone.</p> <p><b>Update 29.01.18</b> – PPG have listened and this that the message is fine as it contains valuable information.</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 31.10.17</b> – good response this month and not too</p>				Ongoing

	<p>many negative comments. 85% positive feedback. We have also added a new sign in reception with Marie's name on it so people know who to speak to if they want to discuss a problem. We are still having a problem with people not leaving contact details when then leave negative comments.</p> <p><b>Update 29.01.18</b> – Great responses this month 93.8% gave positive feedback. PPG suggested that we should tweet about this. There were 2 negative feedbacks, but they did not leave any comments so there is nothing we can action.</p>	KDM- tweet about positive feedback	29.01.18	KDM	
Waiting times	<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</p>				Complete

	<p>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 surgery. We have also has a run on trying to get more people to use the Texting service.</p> <p><b>Update 31.10.17</b> – out next appointment times are 9<sup>th</sup> November for GP, 6<sup>th</sup> November for pharmacist and 2<sup>nd</sup> November for nurses. Some improvement</p>				
Facebook Comments	<p>There have been some negative comments added to Facebook, including some which named GP's. Some of the patients involved have been contacted and we have</p>				

	spoken to then directly about the problems they have been having and explained out policies as regards complaints and out Zero tolerance policy. We also had some positive comments and a number of patient contacted the surgery directly to offer positive feedback and support.				
Feedback to patient's comments raised Via website	<p>A patient contacted the surgery via the website and requested feedback about the following issues.</p> <p>They requested that all patient over 70 should have a named GP, in fact we have a named GP for all our patients and if you are unsure about you named GP please contact the surgery and we will inform you of this.</p> <p>They asked if all patient over 50 should have a health assessment. We actually provide a health assessment called and NHS health checks to patient over 45 (up to 74) who do not have a pre-existing condition. We send out invites to patients who are eligible.</p> <p>They also asked about annual reviews for patients over 70. Up until the age of 74 you are covered by the NHS health checks. Patients aged 75 and over usually have a condition which will require monitoring. If this is not the case then you can arrange to see a GP if you have any health concerns.</p> <p>We do not do tests such as blood tests or ECG unless there is a need for these tests to be done for diagnostic purposes, but if you have a specific health concern please contact the reception team and they will signpost you to the correct care. We also have what we call 'pop-ups' Which show up when we load a patients records and show</p>	KDM – amend appointment cards	KDM	29.01.18	Complete

	<p>us what you are due.</p> <p>The PPG wondered if there was a better way in which we could advertise these services such as adding something to the back of the appointment cards</p>				
Vertical Integration	<p>You should shortly be receiving a letter from about Vertical integration, which will explain in detail what this will mean for you as a patient. As of the 1<sup>st</sup> February we will be integrating with Royal Wolverhampton Hospitals. This will mean that we are joining with other practices to offer long term sustainable services going forwards. It will offer a better exchange of information with New Cross and better access to services for our patients. You should not see any changes in the day to day running of the surgery.</p>				
Other matters	<p>The Surgery has been redecorated and we now have clean white walls, we are in the process of finding homes the notice boards and pictures.</p> <p>Suggestion for Newsletter – How do we make smears more Fun?</p> <p>Pattingham surgery has closed, which means we have had an influx of patients coming down to us. We have got locum GP's to cover until we find a new GP, so we will be able to cope with the additional patients.</p> <p>When you ring for an appointment we will not necessarily give you your named GP unless you ask for them, we would normally give you the next available appointment,</p>				Complete

	but we should be informing you who that is with.				
Meetings for 2018	Wednesday 7 <sup>th</sup> March Wednesday 18 <sup>th</sup> April Wednesday 30 <sup>th</sup> May Wednesday 11 <sup>th</sup> July Wednesday 22 <sup>nd</sup> August Wednesday 3 <sup>rd</sup> October Wednesday 14 <sup>th</sup> November				
Next Meeting	Wednesday 7 <sup>th</sup> March				