

## LAKESIDE MEDICAL CENTRE PATIENT PARTICIPATION GROUP

Minutes & Action points of Meeting Held DATE  31.10.17 

Present: Katie Mackintosh (KDM), Jane Oakley (JO), Terry Birch(TB), A.J. Serzin 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> <p><b>Update 31.10.17</b> – Group may have dissolved as no longer responding.</p>	MW to contact Emma from Tamar to check if PADDS still in operation.	12/12/17	MW	Ongoing
District PPG	Minutes from last District PPG (05/10/17) are not yet available but they have released action points from the meeting.	Circulate action points from meeting with minutes.	30/11/17	KDM	Complete
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				

	<p>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> <p><b>Update 31.10.17</b> – Some more member have listened to the new message now, but not everyone. Member's feedback is important to us to improve our services.</p>	PPG to list to the message for the next meeting	13/12/17	PPG members	Ongoing
Friend and family	<p>Good response this month and not too 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>	KDM – to see if we can add something on the F&F text asking people to add a name if they which to have problems resolved.	12/12/17	KDM	Ongoing

Waiting times	<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				Ongoing
Other matters	DNA figures - the figures for September were high (in the 70's) although they have not risen generally, and this may be an outlying value, the figures are still not as high as before we commenced text messaging as they were over 120 DNA's per month at times. We are still sending text message reminders, around 75% of patients are signed up to texting service. We will review the DNA's for October and feedback at the next meeting. We have made some changes in the hope of bringing down the number of DNA's such as larger appointment slips and asking patient to write down their own appointment times which patients did not seem to like.  Pneumococcal shortage – this is a nation problem and we are currently unable to get the vaccines.	KDM – add to website	12/12/17	KDM	Complete
Suggested change of day for meetings	We would like to change the day of the meeting to a Wednesday. Same time, 5pm at the surgery. All the members in attendance were in agreement. This will make the date of the next meeting Wednesday 13 <sup>th</sup> December.	Feedback from PPG members to proposed change. If no response received, will assume change of day is agreeable with group. Please email Katie if you would like to discuss further.	02/11/17	KMD	Ongoing

Meetings for 2017	Wednesday 13 <sup>th</sup> December 2017				
Next Meeting	Wednesday 13 <sup>th</sup> December 2017				