

LAKESIDE MEDICAL CENTRE PATIENT PARTICIPATION GROUP

Minutes & Action points of Meeting Held DATE 14/04/2019

Present: Jane Sankey (JS), Andrew Sankey(AS), Paul Malinski (PM) Carolyn Cieslik (CC) and Katie Mackintosh (KDM)

Topic	Discussion	Outcome/Actions	Target Date	Responsible Person	Completed (Date)
Apologies	A. Serzin , Marie Wright, Hannah Charman				
Minutes of previous Meeting.	Minutes were read and approved.				Completed
Friend and family	95% positive feedback last month 3% negative. Patient comments review and discussed. Methods of feedback discussed, most feedback come from the text message service. Also Missed appointments from last month mentioned as we had an exceptionally good month with on 48 missed appointments.				Ongoing
Online Services	PPG agreed that online consultations were a good idea, although they would still like to see a Dr, it was explained to them that this would help people unable to attend appointments during our clinic times, there will be a list of questions for patients to answer before being put forward to a Dr				Ongoing
Wellness on Wednesdays	Wellness on Wednesdays, PPG informed of next meeting date and topic also that there is a billboard in practice reception				Ongoing
Dr Nightingale Bench	Karyn has been in discussion with his family and friends regarding having bench in Perton in remembrance of Dr				Ongoing

	Nightingale. Everyone would like the bench somewhere public and we are in discussion with the parish council to see if we can put it around the lake. If anyone would like to make a donation, please do so at reception.				
Codsall and Bilbrook cancer support group	There is now a local cancer support group. We are hoping that Heather Dean from the group will be able to attend one of the meeting in order to tell us more about it.				Ongoing
Next Meeting	12 th June 2019				

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* Attendees informed of date and time of next meeting