LAKES MEDICAL PRACTICE

PPG

MINUTES-MEETING HELD 8/5/18 @5.30PM

Present;

RN(Chair) HS,CL,CL,MR,TK(Secretary)JR.

Apologies JM,MH

Previous Minutes agreed as true record

Matters arising

Group demographic. General discussion and updates on progress- but to date no new group members have joined or flagged an intention to do so. It was agreed recruitment was an ongoing requirement.

ACTION efforts to continue, using group member contacts to encourage more new members. Cl knows a potential candidate, RN is visiting QUEGS next week.

BY WHOM CL,RN. BY WHEN – ongoing.

LOCAL PPG MEETING

RN met with 3 other local PPG ‘s, all of whom are comparatively inactive. R invited these groups to visit LMP to view PPG notice board and agreed to meet 6 monthly, to review.

Low Hesket have a very active PPG , but declined invite to attend the group meeting and showed little enthusiasm for wider group interaction. They did ,however, offer a representative from LMP an invitation to attend their next meeting to observe.

ACTION Regular contact with other local groups via 6 month review. Obtain details of Low Heskets next meeting- volunteer to attend.

BY WHOM RN/ Volunteer. BY WHEN – NEXT MEETING.

PATIENT SATISFACTION SURVEY.

It was explained almost all of the feedback was positive. With a tiny proportion experiencing problems interacting with Dr’s. One patient expressed concern regarding touch screen hygiene.

Special thanks offered to Colin for his work on Patient Survey.

ACTION Relevant information to be forwarded to all practice staff and included in Newsletter and on Website. Additional daily cleaning of touchscreen has been implemented.

BY WHOM Jenni/ Helen BY WHEN Next Meeting.

CONSTITUTION/CONFIDENTIALITY

General discussion. Concerns raised regarding the template we are using which dates from 1998. New Data Protection law is to be implemented 25/5/18 and it’s important we don’t set up our system under old law.

ACTION

Refer to JM for data protection update information i.e what are the practice doing about it.

BY WHOM. JM BY WHEN Next meeting

Research NAPP for information.

BY WHOM CL BY WHEN Next meeting.

Research and integrate existing Terms of Reference with template for constitution to create working model.

BY WHOM Colin BY WHEN Next meeting.

INSPECTION FEEDBACK.

Informal feed back at this satge is LMP received an “ Outstanding” result from their recent inspection. One inspector was quoted saying LMP

“ was the best practice they had ever inspected”

Praise indeed! Congratulations were offered to everyone in the practice on their achievement, from the PPG.

PPG AWARENES WEEK 4th – 9th June 2018

General discussion as to how most publicity could be made of this. It was agreed to try and get

“2 bites of the cherry” by publicising the Awareness Week details separately from the inspection results.

ACTION

Insert in Newsletter and on Website

BY WHOM Jenni/Helen BY When asap

Press release to local newspaper and broadcasting outlets, but liaise with practice to ensure we avoid crossover.

BY WHOM Roz/ Hilary/Jenni /Helen BY WHEN Rolled out to match PPG awareness week.

PRE AGENDA

Trevor explained the PPG now have their own e-mail address; [lmpppg123@gmail.com](mailto:lmpppg123@gmail.com)

called PATIENT GROUP which will be used for distributing information, minutes and agenda’s. Minutes will be distributed approx. 7/10 days after each meeting and forthcoming agenda’s approx. 7 days before next meeting date.

Information was also given regarding NAPP website and e-mail and access password were supplied to enable group members to research/read up information.

Trevor and Roz will meet approx. 10 days before each meeting to draw up an agenda to help optimise the use of time during the meetings. Any agenda items which need to be included should be sent to Trevor using the PATIENT GROUP address in time for their inclusion.

AOB

Integrated Care Services.

Concerns were expressed regarding forthcoming introduction of these services. PPG need to be active to ensure service delivery isn’t compromised by budget issues.

ACTION PPG members will meet and research issue.

BY WHOM Roz, Hilary, Moira. BY WHEN Next meeting.

Next meeting 3rd July 2018 at 5.30.