

**Lonsdale Medical Centre. Patient Participation Group.**

**Committee Meeting.11<sup>th</sup> December, at the Surgery.**

1. **Present:** Graham Richards, Chair. Maggie Fraser, Clare MacAdie, Moira Millar, Tessa Shapcott, Nicholas Fuller, plus Ann Lee, Patient Services Manager. Bruno attended briefly.
2. **Apologies:** None received.
3. **Minutes of previous meeting:** These were agreed as correct.
3. **Matters arising:**

Clare reported that she had been unable to attend the Crawley meeting, which was disappointing as it might have clarified what PPGs' purpose is supposed to be. Still uncertainty about this. It would be good to have a meeting locally with other PPG groups to attempt to clarify, what is expected of us.

Moira will produce photos for notice board, plus next newsletter.

TWOFFS' talk, with Dr Bob Bowes, on 14<sup>th</sup> November had attracted a very large audience.
4. **Patient Survey Results:** Ann talked about this. It had been done during November, during normal surgery hours, during the flu clinics and then posted to the online company "Survey Monkey". It was very disappointing to find so few patients using the web-site, even those who do use a computer, for other things. Ann explained that every letter that is sent out will now have a flyer re using the web site The main conclusion was that it needed more publicity, for example posters in the Waiting Room. Nick suggested having a **terminal** in the W. Room, so that patients could be registered and then be encouraged to use the terminal to book further appointments etc. All considered this a very sound idea and Ann promised to investigate it further. The CCG wanted it in operation for January, but it was generally thought that this sort of initiative, took time to be accepted. Clare suggested more use could be made of the "space" between messages, when a patient rang up.
5. **Proposed next public meeting: Mental Health** had been decided as a topic. It was noted that it was one of the patient choices from the survey. John Neel of Crossways Community had agreed to be a speaker. It was thought better to have more than one speaker. Ann mentioned the Samaritans, or Talking Therapies After discussion, it was decided that the meeting should be moved to March, to give more time for publicity. It was also suggested that we could work with another PPG, to have a joint meeting. Kingswood attracted a large audience to their meetings and had also found a free hall. The Chair would investigate.
6. **Leaflet re Prescription Procedures:** Dr Capone said the leaflet was not quite ready, but he would circulate it to committee members and would welcome comments.
7. **Parking Signage Problems:** Nick suggested ways to improve the signage for parking, especially for Disabled drivers. It was agreed that all the lines needed to be re-painted.
8. **AOB:** Date of next meeting? Some discussion ensued. Ann thought that there had been agreement that there would be only 4 meetings per year; others thought there needed to be further discussion on this point. Date left open for next meeting.