

**Minutes of the Meeting of  
The Lonsdale Medical Centre Patient Participation Group  
11 January 2016**

**Attendees**

Nicholas Fuller "NF"  
Kelly Harper "KH"  
Simon Koekemoer "SK"  
Moira Millar "MM"  
Graham Richards "GR"

**In attendance:**

Ann Lee, Patient Services Manager "AL"  
Dr Bruno Capone "BC"

**Apologies:**

Clare MacAdie

**1. Minutes of the previous meeting**

The minutes of the previous meeting were approved.

**2. Lack of PPG Chair**

SL was welcomed to the meeting. It was noted that GR had resigned as Chair of the PPG. SK was asked if he would like to step in and he declined at least for the moment. It was agreed that for now we go along as we are and where necessary send a representative to the meetings of the PPG Chairs.

**3. Survey**

A survey was distributed during the Flu Clinics and was also on Survey Monkey and it had generated a good response. Copies of the results had been circulated to the group. The responses were mainly positive and due to the fact that the demographics were better this year there was better representation. The surgery is obligated to produce a survey annually to gather patient information. This year in particular the survey was aimed at finding out the level of patient awareness of telephone consultations, their effectiveness and ease of access to a telephone consultation. There are no 'on the day' appointments any more. The appointment system has changed to reflect the number of calls the surgery is receiving and telephone triage appointments are in place to assess the level of urgency of patients' issues. KH said that it had worked well for her with telephone triage and where necessary she had been given a same day appointment. The survey had been aimed at finding out if patients had used the system and if so what they thought of it. The survey also asked if patients would be interested in Saturday appointments, but this did not generate much interest. The survey results have been posted on the website.

Missed appointments continue to be a big problem. The surgery will publicize the number of patients who **do** show rather than the number that **do not** to see if the positive message has an effect.

#### **4. My PPG – Online Forum**

Lonsdale Medical Centre is part of a national PPG site where patients can register and join in forums to discuss topics that interest them. MM said that she had gone into the site but hadn't gone beyond registering. It was noted that the site is for discussions and not to be used for complaints. NF suggested using Facebook as an authorized group. However admin at the surgery would be needed to approve comments and could cause delays but could be used as a vehicle to reach more patients. SK, KH and AL all said that they do not use Facebook.

#### **5. Online Access**

AL said that patients will be able to have online access to their records by the end of March. They will be able to see more information about their conditions, diagnoses, prescriptions, blood test results etc. AL said that patients need to complete the relevant forms for this process to be activated and the surgery will deal with the requests as they come in. AL also said that more information about online access is available on the surgery website.

Dr Buckland briefly joined the meeting at this point. He asked what we thought about how funding should be done. He also asked if the surgery should charge for appointments or missed appointments and how to administer this. SK said that in other countries patients pay for appointments. Dr Buckland also brought up the subject of Saturday and Sunday appointments and the risks of 'lone working'.

#### **6. Fundraising**

AL said that at this point roughly £350 of the £1,500 required had been raised. The hope is that once £750 has been raised that the surgery will pay the other £750 to buy a new examination couch. SK asked if there were rules on fundraising and suggested commercial fundraising eg can the item purchased be tagged as sponsored by a company provided there was no conflict of interest. AL asked if anyone would be interested in fundraising and said that St Andrews have some local businesses as sponsors. The subject of a donation box was mentioned but BC said that in his experience these boxes or tins often get stolen – a local hospice being a case in point.

#### **7. Next Meetings**

Possible dates for the next meetings were discussed and would be circulated later.

#### **8. Any Other Business**

SK said that he is diabetic and would like to get more involved with other diabetics locally and the possibility of starting up a support group made up of Lonsdale patients. KH said that the website mypatient.co.uk is very good for getting advice on many conditions. BC said that they had started groups and buddies but this had not been very successful and asked if anyone had suggestions of how to start groups of such patients that would be interested enough to attend. GR said the CCG are changing their approach to diabetes support. BC suggested sending out a questionnaire to diabetic patients. NF said it would be helpful to find an angle which would provoke interest. GR commented that it would be helpful to get Dr Leela's input as she has a particular interest in diabetes treatment.

**The meeting adjourned at 8pm.**