

Lambton Road Medical Practice Patient Participation Group

Minutes of the meeting held on 8 May 2019

1. Welcome and Apologies

Present: Peter West (Chair) Marilyn Frampton, Clare Pickard, Ruth Edmonds, Michael Keene, Geoff Shorter

Apologies: Belinda Leathes, Sarah Goldby, Penny Smith, Laura Jenkins, Terri Worden, Jose Lourtie, Judith Brodie

2. Minutes of the Last Meeting

The Minutes of the last meeting were agreed and signed off. A date mistyped was noted.

3. Matters arising, not on the Agenda

The main issue noted was the continuing difficulty in obtaining an online appointment, due to the limited number of appointments on offer at any time. Several of those present noted that they had had consultations with the Nurse Practitioner. It was noted that some patients have, apparently, declined a consultation with a Nurse Practitioner. It was suggested that the Nurse Practitioner and the Pharmacist might attend the PPG meeting to provide an outline of their roles.

Action: PW

PPG information in the waiting room needs to be updated with names and photos of new members.

Action: PW

4. Update from LRMP

Several days before the meeting, the Practice notified the PPG Chair that the Practice Meeting Room would not be available and staff would be unable to attend due to a training day at the Practice. (The meeting was held at the Chair's house.)

There was no update from the Practice (but it should be noted that a detailed update was provided a few days later at the AGM.)

5. AGM Planning and Date

PW outlined the material to be presented at the AGM (see AGM minutes for further details). The proposed approach was agreed with some minor amendments.

PW confirmed that Laura Jenkins would provide an update from the Practice at the AGM and Clare Gummatt would also provide an overview of primary care developments in Merton.

PW has secured a microphone and PA system.

Members agreed to arrive by 1.30 to set up the waiting room.

RE agreed to provide a cake.

It was noted that MF and JB will be retiring from the PPG in the near future, given the constitution limit of 6 years' membership.

6. Patient Feedback

Members briefly discussed issues around vaccination, stimulated in part by the experiences of a family recently arrived in Raynes Park. Questions were raised about record keeping, particularly for children changing address and practice. This could be a focus of future work by the PPG. The related issue of the time taken to change practices, due to the slow movement of records, was also noted.

7. Update on Twitter

In JL's absence, there was no discussion of Twitter (but again see AGM minutes for the most recent information).

8. Any Other Business

There was no other business.

9. Date of Next Meeting

It was agreed that the PPG would meet again on 19 June.