

# THE LIGHTHOUSE GROUP PRACTICE

## PATIENTS' PARTICIPATION GROUP MEETING

WEDNESDAY 8 JANUARY 2020 at 14:30

PRESENT:

FOR LGP:

APOLOGIES:

NON-RESPONDERS:

1. The Minutes of the Meeting on 6 November 2019 were read and signed as correct.
2. Etiquette at Meetings. As we are enter a new year, and with several new members recruited, this document was read to all attendees purely as a reminder of how the meetings are conducted. At this point we were pleased to welcome two new members – 2 patients had both recruited at the recent Patient interviewing sessions. Four more were recruited and we hope to welcome them in the near future.
3. Andy Clarke joined the meeting at 14:45
4. Patients' Satisfaction Questionnaire  
The Patients' Satisfaction Questionnaire was administered at both Surgeries during November and December and returned a total of 391 completed. This gave almost 3% of the total patient population of 13500. The overall results were very heartening and are as follows:

Q1	69.6% were SMC patients	34.6% from Devonshire	
	Female: 63%	Male: 37%	
Q2	Aware of the merger	75% of <b>all</b> patients	
Q3	Noticed changes	44.7%	
Q4	This response listed changes noticed.		
Q5	Performance of Care Navigators	<b>Excellent</b>	28%
		<b>Good</b>	59.2%
Q6	Performance of Nurse Practitioners	<b>Excellent</b>	56.7%
		<b>Good</b>	25%
		<b>No experience</b>	16.8%
Q7	Verbatim replies to suggestions for changes		
Q8	Overall Experience	<b>Excellent</b>	41.9%
		<b>Good</b>	49.8%

Some suggested changes have already been implemented. The telephone message now informs the patient of their position in the waiting queue and gives a ring-back option (free of charge and by a "real person").

4. AOB

1. A discussion took place debating the idea of a regular Coffee Morning or Afternoon. LG noted that, during the interviewing sessions, she became aware of several people who would benefit from a strictly non-medical, non-religious, non-judgemental group offering conversation and friendship. LH presented leaflets from her Group – Pushing Change – who are keen to become involved with any initiatives we have. There was a unanimous vote to go forward with this idea and AC will look into future requirements to ensure both members and patients operate in a safe environment.
2. A new post has been created and will be staffed by Alison King as Communications Lead. Alison is presently located at the Devonshire Surgery. She will undertake responsibility for the Web Site, which is badly in need of updating, and will undertake the relaunch of The Lighthouse Group Practice on week commencing Monday 27 January. There is hope to hold a Self-Help Week within the next three months with a focus on Mental Health. It would appear that Alison is going to be kept very busy!
3. Due to the Clinical Team needing to hold weekly meetings we have been asked if we would consider changing our meeting time. This was discussed and agreed that the meetings would maintain the dates already set but would move the timing forward to **12:15 and close at 13:45.**

The meeting closed at 1600.

***Next Meeting 4 March 2020 at 12:15***