

THE LIGHTHOUSE GROUP PRACTICE

PATIENTS' PARTICIPATION GROUP MEETING

WEDNESDAY 6 NOVEMBER 2019 AT 1430

PRESENT:

APOLOGIES:

FOR LGP:

NON-RESPONDERS:

1. The Minutes of the Meeting on 4 September were read and signed as correct.
2. Macmillan Coffee Morning
The day was very well attended and remained very busy for the whole of the day with very little cake left over! The amazing sum of **£488.97** was raised this year, yet again breaking our previous record by an astonishing £57.57. Special thanks to ***** for an excellent morning's work and to ***** who stayed for whole day serving, tidying, selling tickets, etc. This event would not have worked had it not been for all your superb efforts. There was a lack of help and no in-house advertising the event, ie collection boxes, bunting, cake flags, etc. although these were in the pack sent by Macmillan. This year there were no outside agencies attending which made more space available for Patients and their families. AC suggested that another Coffee Morning could be held at a later date in support of a "Patients' Self-help" Day, when some outreach agencies could attend. Letters of thanks will be sent to Fratton Community Centre, Make and Tesco for their very kind donations of Raffle prizes.
3. Patients' Satisfaction Questionnaire
A new Questionnaire has been devised to gauge the reaction of Patients to the recent Merger. There are 8 (eight) questions and interviewing will begin in week commencing 11 November 2019 at both Carlisle Road and Devonshire Avenue sites. It is hoped that 400 questionnaires will be completed – 325 at Southsea Medical Centre and 75 at the Devonshire Practice, which will give a 3% return of total registered Patients across the Group. The results will be analysed via Survey Monkey and a final analysis will be available by year end.
4. AOB
The Committee would like to offer their sincere condolences to Phil Holmes at his recent loss and send their thoughts and prayers at this very sad time.

We have received a letter of resignation from our Secretary, *****, who has moved home to Wiltshire. The Committee unanimously offered a vote of thanks to her for all her hard work in the PPG and send their very best wishes to her and her husband for a happy and healthy retirement.

A very happy Christmas and a peaceful and healthy New Year to you all.

The meeting closed at 1615.

Next Meeting 8 January 2020 at 1430