

PPG – Lonsdale Medical Centre

Meeting Agenda

Meeting Date	Monday, 13 January 2020	Meeting Time	4.00pm – 5.30pm
Meeting Venue	LMC 1 Clanricarde Gardens Tunbridge Wells TN1 1PE	Next Meeting Date/Time/Venue	TBC
Minutes Taken By	To be arranged		
Meeting Attendees	Martin Etherington Jean Kemp (JK) Partner Moira Millar (MM) Ingrid Pope (IP) Lauren Potter (LP) Amy Shepherd (AS) Andrew Taylor (AT)		
Apologies	Simon Parker (SP)		

No.	Agenda Topic	Discussion	Actioned by
1	Welcome and Previous Minutes	<p style="color: red;">Appointment of minute taker for this meeting only</p> Opening comments from the Chair Agreement of Previous Minutes Actions arising from Previous minutes	ALL IP ALL ALL
2	Complaints Report	Discussion of complaints raised by patients	EB
3	Newsletter	Ongoing action Review and way forward	MM
4	Practice Leaflet	Review	MM
5	Fundraising	Ongoing action.	ALL
6	Practice Walk	Update on last walk and consideration of next dates	AS
7	Initiatives	Refer Appendix 1 Discuss initiatives as time permits Select initiatives to discuss in the next meeting	ALL ALL ALL
8	AOB	Select next meeting date	ALL

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Meeting Agenda (Appendix 1)

Initiative	Description	Raised By	Date Raised	Priority	Status
9	The location board in the waiting room is scruffy and needs replacement and the posters in the waiting room need to be reorganised..	MM + JK	20/3/19	Low	Deferred 31/12/19
12	Review and update the 'New Patient Leaflet'	EB	31/7/19		In Progress
13	Possible annual PPG social event		18/9/19		
14	Choose an awareness week to support for next year	All	5/11/19		
15	Do we want to run an Easter event?	All	5/11/19		

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Meeting Agenda (Appendix 1)

INITIATIVES – CLOSED OR COMPLETED					
Initiative	Description	Raised By	Date Raised	Priority	Status
1	Should we be representative. How can we achieve this.	TA	20/3/19		Closed 24/4/19
2	How do we obtain the input of patients		20/3/19		Closed 24/4/19
3	Should we become Park Run Ambassadors		20/3/19		Closed 29/5/19
4	Consider whether the communication flow between the practice and the patients is efficient		20/3/19		Closed 24/4/19
5	Fundraising for the surgery needs to be considered	MM	20/3/19	High	Closed 29/5/19
6	Mental Health Awareness should be promoted with an initial emphasis on Young Persons Mental Health	AJ	20/3/19		Closed 5/11/19
7	The newsletter was raised as a general topic – how often is it distributed and what are the contents	MM + LF	20/3/19	High	Closed 29/5/19
8	Is the waiting room too small for the current practice of eight partners and approaching 7000 patients		20/3/19		Closed 24/4/19
10	Practice walks should be reinstated	AS	24/4/19	High	Closed 5/11/19
11	Gratitude Jar – Install a large, clear gratitude jar in the patient’s waiting room with small coloured pieces of paper for each patient to write one thing they are grateful for and pop it into the jar.	AJ	26/6/19		Closed 5/11/19

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Meeting Agenda (Appendix 2)

2020

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
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Mar																															
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Holiday