

PPG – Lonsdale Medical Centre

Meeting Agenda

Meeting Date	Tuesday, 25 February 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) Moira Millar (MM) Ingrid Pope (IP) Lauren Potter (LP) Amy Shepherd (AS) Andrew Taylor (AT)		
Apologies	Simon Parker (SP)		
		Leanne Flux (LF) – Practice Manager Dr Alison Stewart (AS) – LMC Retired GP Partner	

No.	Agenda Topic	Discussion	Actioned by
1	Welcome	<p style="color: red;">Appointment of minute taker for this meeting only</p> Opening comments from the Chair	ALL IP
2	Presentation	Dr Capone is joining the group to speak about the building.	ALL
3	Previous Minutes	Agreement of Previous Minutes Actions arising from Previous minutes	ALL ALL
4	PPG/Surgery Collaboration	Update	IP
5	Event Weeks	Review of upcoming event weeks and discussion on possible involvement.	LF/LP
6	Complaints Report	Discussion of complaints raised by patients	LF
7	Newsletter	Ongoing action Review and way forward	MM
8	Practice Leaflet	Update on progress	MM/LP

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No.	Agenda Topic	Discussion	Actioned by
9	Fundraising	Ongoing action.	ALL
10	Practice Walk	Update on last walk and consideration of next dates	AS
11	Initiatives	Refer Appendix 1	ALL
		Discuss initiatives as time permits	ALL
		Select initiatives to discuss in the next meeting	ALL
12	AOB	Select next meeting date	ALL

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Meeting Agenda (Appendix 1)

INITIATIVES – TO BE DISCUSSED AT FUTURE MEETINGS					
Initiative	Description	Raised By	Date Raised	Priority	Status
9	The posters in the waiting room need to be reorganized (Location board has been removed from this initiative)	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		In Progress
15	Do we want to run an Easter event	All	5/11/19		

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 13/1/20

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Meeting Agenda (Appendix 1)


INITIATIVES – CLOSED OR COMPLETED					
Initiative	Description	Raised By	Date Raised	Priority	Status
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 29/5/19
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 13/1/20

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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	
Jan													PPG	PLT																		
Feb					PLT																											
Mar					PLT																			Improved Access								
Apr										Easter																						
May				Improved Access									PLT																			
Jun				PLT																												
Jul														PLT																		
Aug																								Improved Access								
Sep										PLT																						
Oct																						PLT										
Nov											PLT																					
Dec																																

Holiday 
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