

Minutes of the meeting of the Patient Participation Group 31st July 2013

New members were welcomed to the group followed by a brief round of introductions

There was discussion about ways of reaching a wider audience and the pros and cons of a facebook page were discussed. It was decided to take advice from other practices who have a facebook page. Concerns were expressed regarding security. Twitter apps and drop boxes were also discussed. The CCG is currently developing a health app which will be launched in September.

The requirements of the patient Participation directed enhanced service were discussed in detail and the group looked at the results of their previous surveys and the information online from the most recent MORI survey at www.gp-patient.co.uk. They also looked at the facility to compare other local practices. The NHS choices website was also viewed on the large screen so that everyone could see the content.

A variety of questions were proposed including the following :-

1. We have had problems with our telephone system and are looking to provide a variety of ways of making an appointment. The existing system will still be an option.

We are starting use patient partner so you would be able to ring at any time to make, cancel or check certain appointment details automatically. Would you use this system Yes/No

We hope to introduce internet booking soon would you use this system? Yes/No

2. Did you have enough time during your appointment to deal with your concerns?

3. Was the reception team polite and helpful today?

4. Have you been treated with respect and dignity today?

5. Do you feel that you were given a clear plan of action if appropriate?

6. Do you feel that you were given enough information during your appointment?

7. What can we do better?

8. What do we do well?

9. If you could change one thing about the practice what would it be ?

Something about demographic data -Ethnicity, Gender, Age

It was agreed that these would be circulated to the group prior to the next meeting on September 18th so that the final survey could be agreed at that meeting and printed prior to the flu clinics when a large number of patients attend the practice.

Concerns and feedback

Liz answered questions about the CCG and about local developments in healthcare . members of the group were encouraged to feedback experience of community and other services as it is important to know how services and pathways are working on the ground. This also allows Liz to raise any concerns with the CCG if appropriate.

Experiences of the AQP podiatry service and the speciality diabetic nurse service were discussed.

The date of the next meeting will be Wednesday 18th September at 6.00pm to try and encourage those who work until 5.00 or 5:30 to attend.