

Notes on the PPG Meeting January 18th 2012

Welcome and update

Liz welcomed everyone and updated the group on the development of the Patient email reference group. Over 100 people have supplied email addresses and been successfully sent a welcome email. A further 15 addresses were either incorrectly written down or the handwriting misunderstood as these were returned undelivered.

The Patient Questionnaire

The responses to the patient questionnaire (not free text responses as these were discussed at earlier meetings) were discussed graphs etc from the forthcoming report on responses displayed.

The feedback from the questionnaire is being collated into a report which will be available in the surgery and on the website.

The final version will also be discussed with the whole Primary Health Care team. The initial free text comments were discussed at a team meeting in November 2011.

Proposal for an information screen in the patient waiting area

The practice has been approached by Community networks regarding putting a silent information screen in the reception which would stream health information videos and some advertisements from local firms. The practice can decide if they are suitable. A disc of the health messages was shown on the television screen in the education room to the group and a discussion ensued as to which of the selection of messages would be most suitable for the practice. The group felt that it would be a good addition to the waiting area both by giving health messages and occupying patients waiting for appointments.

Background information about Practice Finance and Commissioning

The group asked for more information regarding practice funding and commissioning. Liz gave a brief talk about how general practice is funded and about the challenges and opportunities faced by local commissioning.