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**PATIENT PARTICIPATION GROUP  
Minutes of Meeting  
11 December 2012**

**Attendance:**

*Practice:*

Rachel Green

*Patients:*

Mr M Coleman, Ms K Andrews, Ms H Caine, Ms A D'Aguila, Mr A Thomson

*Apologies:*

Non given

**1. Minutes of the last meeting**

Everyone present agreed the minutes were a true and accurate reflection of the meeting. HC asked if her concerns regarding the Nurses sessions going over had been discussed. RG informed her that it had and that we had included some longer appointment times to help the nurses catch up.

**2. Care Quality Commissioning – Brief update**

RG informed the group that Duke MC had now registered for CQC and were awaiting confirmation. She explained that we were now reviewing all policies within the practice.

**3. Patient Questionnaire**

RG informed the group that it was time to prepare the questions for the patient questionnaire again. She explained that number of questions had to increase this year due to: a) questions required for CQC and b) the outcome of last years results.

RG provided the group with a template of questions to which a group was picked 26. A number of the group asked if they could come and sit with patients to help fill out the questionnaire, to which RG greatly accepted.

**4. New Clinical System**

RG informed the group that the new clinical system was up and running and the transition was very smooth.

**5. Any other business**

All the group asked RG to pass on their best wishes to Dr Afzal and wished him a speedy recovery.