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Practice:
Rachel Green

Patients:
Ms H Caine, Ms A D'Aguila, Mr A Thompson

Apologies:
Mr M Coleman, Ms K Andrews,

Everyone present agreed the minutes were a true and accurate reflection of the meeting, with the exception of Mr Thompsons' name spelt incorrectly.

2.
RG informed the group that Duke MC had now registered for CQC had received confirmation that the practice had been approved. She explained that we were now reviewing all policies within the practice and will be notified after April of their impending visit.

RG produced the results of the patient questionnaire and all were pleased with the results. Discussions were had regarding all the changes that had happened during the year which they felt helped in the results presented to them.

RG asked if there were any areas, they felt could be improved as part of an action plan. RG explained that the last change regarding repeat prescriptions was definitely improving the telephone system and preventing 'a clogging up' of the phones had worked well, so it was agreed to not make any more changes in the near future and to let the patients settle.

RG informed the group that one of the patients has asked if they can write a piece for our newsletter regarding his experience with his treatment of cancer. RG thought this was an excellent idea and the group suggested doing this every time. RG agreed to advertise to patients to see if anyone else would like to contribute.

To be confirmed