

*Dr. A. Afzal
Dr R Ahmed
Dr P Kuruvatti*

*Duke Medical Centre
28 Talbot Road
Sheffield
S2 2TD*

**Tel: 0114 272 0689
Fax: 0114 226 2804
Appt only: 0114 272 2100
Email: dukemedicalcentre@nhs.net**

**PATIENT PARTICIPATION GROUP
Minutes of Meeting
17 November 2011**

Attendance:

Practice:

Dr Afzal, Dr Ahmed, Rachel Green

Patients:

Mr M Coleman, Ms H Caine, Ms J Butler, Ms A D'Aguila, Mr A Thompson, Mr A Civico, Ms L Humphries.

1. Introduction

This was the first meeting of the group. Everyone started off by introducing themselves.

2. Reason for the group

Dr Afzal explained why the group had been formed; he explained the changes to the NHS under the new government and went on to explain that he was now one of the Clinical Leads in Sheffield.

3. Nomination of Secretary

The group if they would volunteer to be Secretary of the group. The role would be to distribute and minutes, agenda items or tasks to the other members before and after meetings. Rachel agreed to do the minutes and forward to the Secretary. Ms H Caine agreed to take on this role.

4. Patient Questionnaire

The main purpose of today's meeting was to try and develop a questionnaire for patients so the practice could find out how they felt about the practice. Rachel used a suggested questionnaire to lead the group. A number of questions was revised and made easier to understand.

Rachel informed the group that we now had a website and the questionnaire link would be on there for patients to complete. The surgery had also invested in a hand held computer for patients to fill in whilst waiting in reception. The group were asked if they would be willing to come and sit with patients to encourage them to fill it in. Most agreed they would.

5. Any other business

- **Pictures of staff** – A suggestion was given that it would be nice to see pictures of staff then they could put a name to faces. It was agreed that this could be discussed

- **Telephone** – We were asked how many was in a queue when patients rang up the appointment line. Rachel informed them that upto 6 could be on hold then they would get an engaged signal. Rachel went on to inform them that upto 3 staff answered the phone in the morning and so they could get through a large amount of patients.
- **Too many notices** – One member informed the team that there were too many notices on the walls and so nobody took any notice, they felt that this could be a reason why patients were not reading the practice newsletter. Rachel agreed to look at this when the reception had been upgraded.