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**PATIENT PARTICIPATION GROUP
Minutes of Meeting
20 March 2012**

Attendance:

Practice:

Dr Afzal, Rachel Green

Patients:

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

Apologies:

Mr A Civico, Mr R Cotterall

1. Introduction

The group went through introductions as there were new patients who were not at last meeting. Dr Ahmed reiterated the reason for the meeting and stated that this was not a session to complain about individual experiences.

2. Minutes of the last meeting

Everyone present agreed the minutes were a true and accurate reflection of the meeting.

3. Findings of practice survey

The group went through the individual answers of the results from the patient questionnaire. All were in agreement that the results and comments were good especially regarding the telephone triage, however there was a concern with the level of 'no responses'. Rachel suggested re-defining the questions for next year and it was agreed that at the next meeting this should be on the agenda.

No further action plan was suggested.

4. Any other business

- **Newsletters**

KA suggested sending a batch of newsletters to all patient reps so that they can distribute to family and friends. All agreed this would be a good idea. Rachel also asked the group if they would like to come up with some ideas for future newsletters, all agreed to think about it, however it was suggested that instead of naming it 'Edition 1' it would be better to name it January - March – **Rachel to include when posting out the minutes.**

- **Nursing waiting times**

HC informed the group that she overheard an older couple complaining about the time they had to wait for the nurse. Rachel explained that a lot of the time patients come early as they have to catch the bus and so it feels a long time for their appointment, HC felt said that they were complaining about the time after their appointment time. She also said the same thing happened to her and she had to leave as she had another appointment, however she managed to book in the next day and went straight in.

The group had a discussion regarding how long some patients want to chat with the nurses and that this sometimes has an effect on time keeping.

RG informed the group that she could do an audit of waiting times from appointment times, all agreed this would be good to look at the next meeting. **Rachel to compile**

- **Walk-in Surgery**

It was suggested that the doctors do a walk-in session once per week. Dr Ahmed explained the difficulties of this and highlighted the telephone consultation in place. All agreed that the current system where a GP rings back the patient is very good. No further action was mentioned.

5. Date & Time of next meeting

Tuesday 26 June 2012 @ 6:15 – Please note the surgery closes at 18:00 and so we would appreciate it if you could arrive a little early.