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***Practice:***

Rachel Green, Dr Kuruvatti

***Patients:***

Mr A Thompson, Ms K Andrews, Mr A Civico, Ms A D'Aguila, Mr F Abel

***Apologies:***

Ms H Caine

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

Rachel filled the group in on the outcome of the CQC visit which some of them had been involved in. The group were informed that the practice had passed all criteria's assessed and did not receive any recommendations with the exception of one, and the assessors comments was to bottle what we had with our PPG and sell it on. This was in appreciation of the work and comments from the group towards the CQC Assessors and Rachel thanked them for all their hard work and lovely comments towards the practice.

3.

Rachel once again introduced the patient questionnaire that the patients had to fill in. Last year the group re-designed the questionnaire to make it easier for patients to read and fill in. The discussion this year was around what other questions should go in that would be beneficial information to improve the practice.

There were only a few amendments from last year's questionnaire

Rachel asked if anybody would like to write a short story of their experience with and illness. We need around 1600 words (if possible) and Adrian put his name forward this time.

- Rachel informed the group that we had put in an application for a grant to improve security in the car park with additional cameras, extra lighting and cost to reduce the trees around the hedge.
- Rachel thanked the group for giving their time up to help manage the flu clinics. We had some lovely comments from patients and it would not have run as smooth as it did without their help.
- Rachel explained that this was to be done on behalf of individual doctors. Patients, Staff, Colleagues and mentors would all be asked to fill in a short questionnaire about how they work. Dr Afzal had just completed his with excellent results.
- Again Rachel asked the group if they had any idea how to increase the patients on the group. After a long discussion, it was decided to try family and friends to see if they could influence the younger generations

Please note the surgery closes at 18:00 and so we would appreciate it if you could arrive a little early.