

Patient Participation Group Meeting Minutes
Patient Participation Group Meeting 7th February 2014

Date: 07.02.14

Venue: Roundhay Road Surgery

Attendees: HK, AS, ML, SB, SU & NC

Apologies/Did not attend: UT, & NA

Staff Members: KL, AR, NR, KLW & AH

Chair Person: NR

The breakdown of the members of the PRG and their backgrounds are:-

Age group Gender Ethnicity Health Groups

1 aged 20 to 30 4 males Bangladeshi Patient with long term conditions

2 aged 31 to 40 7 females Chinese Diabetic

2 aged 41 to 50 Indian

3 aged 51 to 60 White

British

1 aged 61 to 70 Pakistani

2 aged 71 and above

Short Lunch time meeting arranged to discuss some agenda items

which the PPG feel need addressing.

Agenda Items

On- Line appointments

Patient Survey

Getting through on the phone.

Patient Leaflet

On- Line appointments

Still some confusion on how to book on line appointments.

NR

will print out instructions sheets and these will provided for those

patients that wanted to book their appointments on line. NR

advised these are released each morning for those patients that had difficulty in getting through in the morning and demand was good.

Patient survey

The patient survey will be handed to all patients week commencing 24th February for a period of 7 days. Members of the PPG will be at hand to advise patients and facilitate the process so the practice ensures all surveys are completed correctly. There have been occasions where surveys have not been completed correctly or some patients do not understand on how to complete due to language barriers.

The results along with the practice action plan will be published in March 2014 and a further meeting will be held in May 2014 to discuss the results.

Patient Leaflet

The PPG group asked NR where were the practice leaflets located.

NR advised copies are available in the reception front desk. The PPG requested if copies can be provided in the patients reception waiting area. NR advised she would look at providing some further copies in the reception area as soon as possible.

Next Meeting MAY 2014