

Patient Participation Group Meeting

Date: 12.1.2012

Venue: Roundhay Road Surgery

Attendees: SR, PP, HK, JI, ZB

Apologies: SN, SU, GS, MS, JM & AS

Staff Members: KLW, FB, KL, AR, NR & CB

Chair Person: CB

Last meeting minutes were discussed.

Comments & Suggestions

HK & SR suggested that we should simplify the questions on our patient survey questionnaire to help make it easier for our non – English speakers to understand such as; the term ‘clinical staff’ to Drs/Nurses.

CB suggested that we should ask about DNA (Did not attend) appointments on our Patient survey questionnaire and how it will implement our practice if it can be cut down.

KL suggested that we should keep the same structure of our patient survey questionnaire and change the answers to ‘Yes’/’No’ & ‘Don’t know’.

HK suggested if the surgery could be repainted in a warm bright colour it would look more welcoming to patients.

PP commented that it would help if the patient questionnaire was available in other languages other than English, to help make non – English speakers understand better.

FB suggested that we should have a comments box available at the surgery so our patients can express their views, comments & opinions about the surgery/staff etc.

SR commented that it would be a good idea if all the staff had name badges on so they could be recognised well by patients.

KL suggested that we should have an ART Board up in surgery where children from local schools could design such as healthy eating posters etc.

Rights and Responsibilities

Patient rights and responsibilities were discussed by CB.

A.O.B

Staff & patients suggested next meeting to be arranged with food

Date of next meeting

Next meeting arranged on 8.3.2012 at 12pm

Venue: Roundhay Road Surgery