

# PATIENT INVOLVEMENT MEETING

## ROUNDHAY ROAD SURGERY

Meeting called by:	<b>NR</b>	Type of meeting:	<b>Patient Participation Group Forum</b>
Facilitator:		Note taker:	<b>FB</b>
Timekeeper:		Date:	<b>13.10.2011</b>

Attendees: Patient	<b>ML, GS, PS, AS</b>
Staff	<b>AR, KL, NR, KLW,FB</b>

Chair Person :	<b>NR</b>
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## Agenda

- ❖ **Welcome and Introduction** – All staff were introduced to patients.
- ❖ **Housekeeping** – toilets, fire exits & stairs.
- ❖ **Ground rules** – KL Represented the view of the practice population as well as informing them that it is not a forum for individual complaints or single issues and that all views are valid and will be listened to.
- ❖ **Introduction to involvement** – Patients were briefly told of what the involvement was. They have been told that it is about providing better and more patient centered care and that it is about building trust between the practice and patients. It is also to promote patient choice.
- ❖ **Hopes and Fear about the session** – Patients were given a questionnaire to share views and opinion about the practice.
- ❖ **Key Issues** –The issues that were found from the results of their questionnaire was the best things about the practice and what the practice could improve on. Overall results showed that patient are satisfied with the clinical care, opening hours and the appointment system. The things which they thought could improve the practice were to be strict to practice rules and regulations of the appointment system.
- ❖ They were informed of the new service that would be available to them which is the website, where they can view surgery information such as opening hours etc. They can express their views, complaints and send compliments about the practice.
- ❖ **Date and time of next meeting** – 12.1.2012

