

PPG Meeting Minutes

Date: Friday 4th October 2013

Present:	
GP	N/A
Reception Team	Zoe Bere
Manager	Sharon Manning
Patients	ER, FW, CW, JU, AT

Apologies:	Dr Jane Sinclair, GM
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<u>Topic</u>		<u>Action Points</u>
Minutes of Last Meeting	N/A	
Practice Survey	<p>Zoe opened the meeting with ideas for the next Practice Survey. This was a task that we were hoping for a selected few members to generate together with having a meeting at the Medical Centre to discuss items for the new Survey. Unfortunately with holidays etc. this did not happen.</p> <p>Zoe has created 5 questions to go on the Survey in agreement with the members in attendance.</p> <ol style="list-style-type: none"> 1. Would patients think Receptionists would look more professional in uniform/same colour? 2. What information would patient's like on a display TV Screen in the waiting rooms? 3. Would patients benefit from Queens Medical Centre having a Facebook page? 4. Would patients be happy to speak with a Nurse rather than a Doctor for minor problems? 5. Any other areas of improvement at the Surgery? <p>We need 200 completed questionnaires by the end of the year; we are expecting some members to help with this. Patient members to advise Zoe Bere of who will be helping.</p>	Patient members

	Zoe Bere will inform patient members when the surveys have been drawn up.	ZB
Touchscreen	Zoe Bere took the opportunity in thanking Gill Mingo for all the help she has given over the past few months, she has been helping patients use the touchscreen so as to free up the Reception area.	
AOB	<p>During the meeting there were a couple of areas of concern with the members and their own issues, we briefly discussed this, however the group were informed that this meeting is not a forum to raise personal issues this is the purpose of the members having their own meeting away from myself and Sharon, so they can gather ideas together to improve the service we provide. The members have agreed to do this, and Zoe shall be sending them each other's numbers.</p> <p>Sharon suggested that she would draw up terms of reference so the group would have an agenda to focus on. It is anticipated that the group would work with the practice to liaise with other patients and gather feedback for improvements and to be a voice for cascading information that may to be disseminated out. Sharon to attach a draft of terms of reference to the minutes when distributed.</p>	ZB SM
Next Meeting	Not confirmed, Zoe Bere to contact members to confirm a date.	ZB