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Minutes Patient Participation Meeting

December 10 2014

**Present:**

Carol Ratcliffe  
Group members

1. **Apologies:**

TWW

The meeting started at 5:00pm and light refreshments were provided.

2. **Minutes**

The minutes of the last meeting were discussed and Tracy and Carol stated that they were waiting for the right moment to speak to Dr Iqbal.

3. **Friends and Family Test**

This was explained and there was a lengthy discussion about it. The members agreed that the answers to the first question for patients to choose seemed rather silly. We had decided as a group on a question 2 and felt that the one we had to use provided by CCG was not really suitable. It was felt that it really was 2 questions and they were unrelated. We would have preferred to use the question we had planned together. Everyone felt that patients were fed up with answering questions. All they really want is to see the GP/Nurse and get excellent treatment. All this paperwork seems to be a waste of time and money.

We all felt that the answers would be very interesting!

4. **In-House Patient Questionnaire**

Once again it is time to do this questionnaire. The one we used has been modified slightly and we will start handing them out in January.

Some questions have been changed to ask more relevant ones for this year and the rest is the same. We still felt that patients prefer more simple questions. The group agreed to the content of this year's questionnaire

5. **How well are we doing?**

Our QOF figures were excellent and we had done very well in the league tables. One concern was the result from the question about seeing the GP of your choice. We were below the national average for this and we did not understand why as we only have 1 GP and the same locum each week. It is very hard NOT to see the GP of your choice!

6. **AOB**

Carol asked the group to help us by letting us know if any team member heard about any complaints about anything at the practice, also if there were any problems with any staff member. Sometimes they may hear comments from other patients in the waiting room or out in the shops etc. There was no other business and the meeting closed at 6.15pm

7. **Next Meeting**

This will take place once the questionnaires have been completed and the results are available.