

CASTLEHEAD MEDICAL CENTRE

MINUTES OF PATIENT PARTICIPATION GROUP

TITLE OF MEETING PATIENT PARTICIPATION GROUP		DATE TIME AND VENUE OF MEETING PRACTICE MANAGER ROOM CASTLEHEAD MEDICAL CENTRE 26 TH SEPTEMBER 2013	
CHAIR PRACTICE MANAGER	DR T HOOPER CAROLE BELL	PATIENT PARTICIPATION MEMBERS PRESENT 4 Members present	
KEY ITEMS TO BE DISCUSSED:		ACTION	BY WHOM
Welcome and introductions, update on KCH			Dr Hooper
Aims of the group:			
<ul style="list-style-type: none"> The aims of a Patient Participation Group are to ensure that patients are involved in decisions about the range and quality of services provided and commissioned To ask and encourage patients to give their views on the services the practice provides and be involved in decisions that lead to changes to the services the practice provides Outcomes of the Patient Participation Group to be published on the Website, including patient views and engagement 			Carole Bell
Discussed delivery of a patient survey		To be done by a cross section of email, post possibly ipad on arrival. Survey to include such items as How to improve patient experience? Suitability of opening times, access to appointments, preferred GP, range of services, continuity of care, rate last visit, would you recommend the practice?	Prepare a patient survey for approval by group Carole Bell
Informed those present that the patient list is an open list			Carole Bell
It was discussed how we could recruit new members		Ask new patients on registering, notice board, opportunistically, word of mouth. All members asked to help recruit new members	Everyone
Discussed the new arrival system to be put fitted in November The system will also display health information and information on the surgery		One member commented that the preference would be to be called in by the GP direct, currently one GP does this.	Carole to keep group updated
Updated members on CQC and how the group can be involved			
DATE OF NEXT MEETING: Thursday 28 TH November 2013			