**ST THOAMS ROAD SURGERY**

**PATIENT PARTICIPTATION GROUP MEETING**

**MINUTES OF MEETING**

**Thursday 4th August 2016**

Present: Jan Power, Anthony Lumb, Margaret Roberts, Janice Cameron, Sarah Roberts, Ella Brownridge

Apologies: Dr Roberts, Christine Gill

Minutes of previous meeting: Approved

Matters Arising from previous meeting:

1. Pictures for surgery yet to be finalised or agreed.

**Agenda Items:**

1. Two Family & Friends questionnaires received in July. Continues to be a very poor uptake.
2. Patient survey results. Ella collated the figures together for phase one of the survey. Forty questionnaires completed. Very positive results with 90% of patients rating their care as very good or excellent and who recommend the surgery to family and friends. Jan Power & Margaret Roberts to come into surgery again in the next few weeks to do phase two of the survey. They did highlight that the way the questions are asked it is better to ask the patients to complete the survey on their way out rather than before.

**Any other Business:**

1. Retractable belt barrier. The surgery asked to discuss whether the barrier was still required due to a recent incident when an elderly lady reached out to steady herself on the barrier and fell. The receptionists also felt it did get in the way and sometimes patients in wheelchairs or with pushchairs sometimes struggled to get around it. It was agreed that the PPG group still wanted some barrier in place for confidentiality reasons as this was an area that was brought up on a patient survey a while ago. Ella agreed to research alternatives which could be fixed to the ground permanently.
2. GP Survey results. Members of the PPG were shown the results of the most recent NHS England GP survey. There has been significant improvement over all categories. The only are where the surgery is significantly below average is where only 41% of respondents with a preferred GP usually get to see or speak to that GP. However 100% of patients had confidence and trust in the last GP they saw or spoke to. PPG members were very pleased with the results.
3. Notice boards. Sarah Roberts highlighted the problem the surgery has is obtaining literature for our noticeboards. Pinderfields has lost the contract to provide educational materials. Sarah has found other providers, although proving not very helpful at the moment