

Minutes of Patient Participation Group Meeting

11th February 2020

Present: Carol, Michelle, Mel, Janette, Karen

Apologies: Elaine and Ann

Minutes from last meeting

All agreed.

Carer activity

We have 279 carers. The number is stable. Zena our carers champion is now settling in to the role. Flu vaccinations still offered.

Friends and family review

We had only 3 responses – all positive. From April 2020 we are required to amend the first question of the friends and family test. The first question must be either “thinking about your recent appointment overall how was your experience of our service?” - with a mandatory response scale of “very good, good, neither good nor poor, poor, very poor or don’t know”, or alternatively “thinking about your GP practice overall how was your experience of our service?” – “very good, good, neither good nor poor, poor, very poor or don’t know”. We then have a free hand for our second question. KW advised that free text yields the most useful results giving us something to work on. We agreed that we will run with “thinking about your recent appointment.....” for 6 months, and we will then move to “thinking about your GP practice.....”. For our second question we will have “we are always looking to improve our service. Is there anything we could do better?”. The question will be on the website as well as the paper version. We will put in a future newsletter the fact that the question can be answered online. We hope that these questions will give some useful feedback from patients that we can work with further.

PPG talks

Ongoing. We discussed a talk about what to look for if considering private cosmetic surgery. Will also look at other possible topics.

June Meeting

The PPG were happy to change the June meeting from 9th June to 8th June. This will allow Dr Andrew Odwell to attend.

Newsletter

The group reviewed the newsletter produced by Michelle. The group are very pleased with it. Thank you Michelle. KW will pass it by the doctors, and then publish copies for the waiting room, and put it on the website.

Meeting dated 2020

10th March

14th April

12th May

8th June

14th July

11th August

9th September

13th October

10th November

8th December