

Montgomery House Patient Participation Group (PPG)

NOTES OF THE MEETING

19:00 7th November 2011

Present:

Mrs Janet Attwood, Mr David Attwood, Mr David Evershed, Mr Ian Kilshaw, Mrs Doreen Kempton, Mr William Affleck, Miss Georgina White, Mr David White, Miss Emma Fuller, Dr Kate Frankland, Dr Ben Loxton-Edwards

Apologies:

Mrs Marion Evans, Mr Mike Mackenzie, Mrs Jane Ashe and Mrs Margaret Bourne

Subject	Details	Action
Actions – Minutes from Last Meeting	<ul style="list-style-type: none"> - Volunteer Driver Scheme – Notes and information included in the practice newsletter - DNA – Actions to be considered for patients who do not show +3 times - E-Mail Practice communication – small notes box cannot be removed at the current time – Reception will be asked to forward any notes to the relevant Doctor who respond if required – BLE remarked that the box should only be used for medication comments and not for private dialogue - Minutes signed off by group 	<p>Practice Reception</p> <p>PPG</p>
Draft Questionnaire	<ul style="list-style-type: none"> - The draft survey was reviewed by the group by each question, a number of recommended changes were agreed, and these are included into draft II attached. - Additional requirements for the new questionnaire – security to be added to prevent multiple replies from same patient – format of questionnaire to be mindful that the returns can be made via intranet or printed format – new printed format to be redesigned to improve the look and feel. - It is agreed that draft II should be completed by each member of the group to ensure it works – any feedback/changes recommended to be forwarded to IK/DK/BA before the date of the next meeting to allow time for amendments to be made. - BLE to provide additional inclusions such as Ethnic groups etc. aligned to practice standards - Action Required – Can you please complete a pilot survey by going on line www.surgerysurvey.info it would be good to get this completed in time for the meeting on the 9th Jan. May I suggest if you can complete this by 2nd Jan that would be most helpful. Can you please come prepared with any comments amendments that you feel you would like changed 	<p>PPG – BA</p> <p>Service Monitor Group – BA</p> <p>PPG</p> <p>BLE</p> <p>PPG</p>
Date of Next Meeting	9th Jan 2012	PPG