

Minutes of Patient Participation Group

Date: Wednesday October 31st 2012

Present: Tracy Williams-Walsh
Carol Ratcliffe
Group members

1. Apologies

Mr & Mrs O'Leary
Carole Gant
Amanda Bellas

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

2. Minutes of Last Meeting

The minutes of the last meeting were read and accepted and there were several matters arising:

- a. The access at reception for disabled and for any confidential conversations had been opened as requested however the staff felt that they were vulnerable as someone could climb over the lower door. It has been decided to keep the door locked with the key available so it can be opened when needed. A "disability" sign has been put on the door and there is a notice on reception informing patients that the other access is available if required. Staff safety was discussed with regard to the other office door. This is now should always be closed and not propped open. The possibility of a secure key pad was discussed. Dr Iqbal would need to be involved in this discussion.
- b. The prescriptions do have a message re the web site.
- c. Linda is our rep on the Burnley Clinical Discussion Group.

3. QOF

It was reported that we had maintained our high achievement and were working towards the same this year. The group expressed that they were very happy with the service

4. CQC

This was explained to the group and there was a lengthy discussion about it and many felt that it was just another paper exercise that we had to do, which added even more work on to the already busy practice.

5. Burnley Clinical Commissioning Group

As Linda was unable to attend the last meeting there was no update. This item will be included once Linda has been to a meeting. Linda is to receive the minutes of the meeting she missed.

6. Practice Patient Survey 2012

It is now time to do our annual survey. This year it will not be so big. We will concentrate on the areas where there was some concern last year. As we now had a new Practice Nurse we would include all the previous year's relevant questions. Linda and Carole are to help prepare the

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questionnaire which will be brought to the next meeting for amendment/approval. It is hoped that all future surveys will be produced entirely by the group.

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7. A “Year On”

It is now 12 months since we started the group. We looked at what we had achieved and where we should go from now. The patients felt we had achieved a great deal and that the practice had listened to and acted on several improvements. They felt that we should continue in the same way. Everyone seemed very comfortable in the meetings and felt that they could speak openly. We have grown together as a group and we were pleased with that. Tracy and carol thanked the members for their work over the last 12 months.

8. Next Meeting

There will be another meeting before the end of the year to approve the survey before it is distributed to the patients. No date was set, but it will probably be in December.

The meeting closed at 6.05pm