

Minutes of Patient Participation Group

Date: 12/10/2011

The first meeting of this group was held at the practice at 5.30pm. Light refreshments were provided from 5.00pm. The meeting was informal. The Practice Manager welcomed everyone and did the introductions.

The patient group members had been asked to think about the good and bad things about the practice before they came to the meetings.

The purpose of these meetings was explained, and it was felt that they should not last more than 45 minutes.

A discussion took place after a question was asked as to why no one was available to do home visits for BP monitoring for elderly/disabled patients. The practice agreed to look into the matter.

It was suggested that we should inform all patients that we now have a website and encourage people to use it.

One member of the group stated that he was very happy with the service provided and this the others agreed. One person said that he felt that the doctor was very knowledgeable and very thorough.

One member who had been referred to Physiotherapy for treatment and was no better had been privately to an Osteopath who had proved to be very good and helped her condition without the use of pain relief medication. It was suggested that maybe there could be some funding by the PCT for this. The practice did not feel that it was possible but would try to find out.

Various other questions were asked and discussed but no further action was needed.

The group members were asked to try to find another friend or relative to join the group.

We agreed that we should have 4 meetings a year following a similar pattern to this one. If necessary, extra meetings could be called to discuss an urgent matter.

The meeting closed at 6.20pm.

The date and time of the next meeting is to be arranged. It will probably be in January 2012, depending on the weather conditions.