
Minutes Patient Participation Meeting

January 15 2014

Present:

Dr A S Iqbal

Tracy Williams-Walsh

Carol Ratcliffe

Group Members

1. Apologies:

Mr and Mrs Carter

Marie

The meeting started at 5.15pm.

2. Minutes

The minutes of the last meeting were looked at and the outstanding matter was that of "Friends of Ightenhill Practice" Dr Iqbal was present today to answer any questions and to explain what she hoped would be the out-come of a group. After a lengthy discussion we decided that even though we thought it would be difficult we would try to set this up. One of Dr Iqbal's ideas was to purchase a self-check in screen. These cost about £5000. There are still some misgivings, but we decided to wait until Easter time and maybe have a raffle and advertise the idea in Practice. Dr Iqbal asked Carol to contact Trawden surgery and speak to Angela as they have set up a group. Valerie said she had looked at the internet and she could only find Trawden with a group.

There was still no idea when we would have our CQC inspection

3. Survey

Each person had a copy of the Practice Survey. There had been a much better response this year following a shorter more user friendly survey. All the questions had been answered by most people, but the comments and suggestions section had been poorly answered. Everyone agreed that the survey was much better and Carol thanked Val and Linda for their help this year. The good and bad points were discussed and an action plan agreed. Our priority is still the lack of privacy at the front desk. Several suggestions were discussed (see web site for survey results, report and action plan).

There were no adverse comments about the reception staff this year following the course they attended. One of the group commented on how good the girls were and how smart they were. Everyone agreed

4. AOB

Anthony asked if we could use email for minutes etc as this would cut down the cost. It was decided to do this. Everyone was happy for Carol to have their email address. Those who do not have email will receive letters as usual.

Clifford asked if it was Ok to come to see the doctor for help and advice about his health even if he was not ill at the time. He was reassured that it was. He also asked if we had a break- down of the age of our patients as he was interested to know. It was agreed to do a search ready for the next meeting.

There was no other business and the meeting closed at 6.15pm