

Patient Participation Meeting

Minutes

25th February 2014

Chair: Dr James Ward

Attendees: Michelle Blackburn
Sheila Dunne
Susan Newstead
Margaret Culshaw
Helen Smith
Ian Ibbotson
Anne Atkinson

Apologies: Peter Hebdon
Jane Hobson
Ellen Foster

Survey results

Only 34 surveys were completed. It was thought that this may have been due to 2 GP's having their own surveys to get patients to fill out and perhaps patients thought it was a repetition. Helen thought it may also be due to the fact that our patients are happy with the service we provide. Six questionnaires were filled out on line

An observation was made that would could look at in the future; there was no prompt on the check in machine to fill out a questionnaire.

The government introduced, 3 years ago, the idea of a survey to see how practices were doing. The government is now reassessing and are changing the survey questions.

A question was asked about how many people use the doctor's website?

Notes online

The government are trialling in various surgeries patients having access to their notes online, Shepley is currently trialling this at the moment.

Whilst patients' being able to view notes online is thought to be a good idea within our group it was expressed that this may raise some issues. It was generally thought that overall this is a good idea and will help patients when needing to find out medical information, dates etc.

Evening events

On our recent patient questionnaire one of the questions was about running evening events on health related issues such as first aid, weight control, mental health etc. This was thought to be a good idea both within the group and by Dr Ward and this is very likely to go ahead in the future.

We will need to advertise this effectively including flyers, emails, posters, newspaper articles etc.

Email addresses

It was suggested that posters were put up in the waiting room regarding consenting to receiving emails, texts etc. This has now been auctioned and we have two posters; one by the check in machine and one on the front desk window, along with slips to fill out.

Patients Group Network

A new member is required. Sheila explained how the reference group worked. As far as Dr Ward is aware there is no compulsory attendance needed for the reference group. Members would rather help our own PPG.

Next Meeting 29th April 7pm