

HANDSWORTH MEDICAL PRACTICE

Minutes of Meeting

Ref No: Minutes Taken By: C. Harrison.....

Date & Time: 7 December 2011..... Venue: Handsworth Medical Practice.....

Purpose of Meeting: Patient Participation Group.....

Attendees: ARS, NH, DR, JA, DC, GD, NB, VH, CJ..... Apologies For:

CFI:

Item	Note	Action	Deadline
1	NH opened the meeting by asking everyone to sign in and mark to let us know if they wanted a copy of the minutes, which will be sent out.	NH	ASAP
2	<p>NH explained what the meeting was for as there were new members to the group.</p> <p>ARS explained that we had started the group as we had a DES which the practice has to work to, and that we have to follow certain criteria.</p> <p>NH explained that not everyone could make it to the surgery to attend the meeting so we are trying to set up a virtual meeting so other people can be involved.</p>	NH	ASAP
3	<p>NH advised that we will be sending out a survey to as many patients as possible to get their views on the services we provide and the practice as a whole, and the results will be discussed in the PPG meetings. The meeting was asked for its opinions on what format the survey should take and what should be included in the first one. It was discussed that a sliding scale would be most appropriate that staff, extended hours and appointments may be good in the first survey, depending on the results from the virtual group.</p> <p>It was asked how many mediums would be used to send out the survey to ensure that a large proportion of the population are reached.</p> <p>NH advised that we would pass to patients as they come in to the surgery and email to those we have address for. It was also suggested that for the elderly that are visited by the district nurses that they could help by passing the survey to these patients.</p> <p>Once results start to come in the results will be discussed at the next PPG meeting.</p>	NH	ASAP
4	For the new members of the group the online booking system was explained and registration details for these people were printed and passed out.		
5	JS asked why Nurses appointments were not online to book. NH explained that we are working to get these on, but it is more difficult as the nurses do different things and it is not easy to show this on the		

	online booking system.		
6	NH explained how the extended hours works and that they are really only available for people who work during the day and cannot attend in regular surgery times.		
7	Once again the question was asked – Why do we have DNA's (did not arrive). This is something that we cannot really explain as there are many different reasons why people do not cancel their appointment. It was also explained that not all people let us know when they have moved house or changed their telephone numbers.		
8	It was asked if we use text messaging. ARS confirmed that we do where we can but again cannot do this if the patient details are not updated.		
9	Date of next meeting – 1 February 2011.		