**Wordsworth Patient Participation Group**

**Minutes of Meeting held:**

**Thursday 14th November 2013 (6:00-8:00)**

**Attendees**

Manjit Kalsey ( Vice Chair)

Mehrunissa Bax

Michael Wilson

Franco LaFaci (Practice Manager)

Dr Goodyear (GP)

Monica Zenonos (Patient Participation & Complaints Manager)

**Apologies:**

 Ronald Reid (Chair)

Tamara Suppiah

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**1: Welcome & Apologies**

**2: Minutes of previous two meetings approved**

**3: Draft Survey (MZ**) Following the collection of patient opinion (20 repsonses) about what needed to be on the survey the 3 principle areas were decided.

Appointments

Prescriptions

Referrals

MZ designed a draft survey and sent it out to the patient group via email and got 3 responses and suggestions. The draft was discussed in more detail at this meeting and the following suggestions were made:

Q1 – Change wording and format to

telephone-----automated

 ------ receptionist

GP booked it

Other

Can't remember

How would you prefer to book appts?

Q2 'electronic' confusing.... Automated telephone system better

Q3 additional question

Couldn't get through before 8.20

Q4 ok

Q5 are you currently receiving a repeat prescription from the surgery?

Q6 getting rpt prescription

Q7 Other box needs to be bigger

Q8 ok

Q9 no problems

Problems.... What was it that was the problem

Q10

How satisfied where you with your experience of the surgery.... Smiley faces And would u recommend surgery

Add some additional questions to ‘Some questions about you’ section

Are you in employment

How many times have you visited your GP in the last year ?

 Question about disability

Any other comments generally at the end

There was a discussion about how best to disseminate survey and suggestions ranged from

Stick on internet for people to fill in

Sai solanki Duncan's to give out and return them (put ph on top to indicate pharmacy)

MZ advised that it will be given to aptients between 2-14 December and that results, changes and implementation by end March 2013

Findings to be presented at next ppg

**4:** There were some suggestions for future discussions on the following

Way to book appointments

Extended hours for those out of hours etc....

Way to request prescriptions....email/internet Referral process..... Handing letter into being called and referred

**5: Aob**

-Coffee morning for Philippines .....? Franco to discuss internally and seek help from ppg if necessary Michael May be free to assist if necessary

-Some emails sent to a PPG member is being returned and so there is a problem re attendance....? MZ to forward her email contact for the member

-Squad of people but champions a core group discussion Agreed to get younger rep involved.... Lizi has a contact from children and young persons grp

-Grp feels pm and GP rep is essential... For whole meeting not just 10mins half the time

**6: Next steps**

-Monica revise survey and send out to grp by next Thursday

-1 ppg group a month since sept which is good going **well done everyone**

-Special thanks to change in reception attitude noticed by members , a few 'diamonds' noticed.. Franco will email everyone via email to congratulate and motivate

-And to say v sad news regarding the passing away of Dr Peter Jones

**7: Date of next Meeting**

 Thursday 16th January 2014 5pm-7pm