

PATIENT PARTICIPATION GROUP (PPG) INTRODUCTORY MEETING

8TH DECEMBER 2011 – 2pm

Minutes of the meeting

Present:- Doctor, (Practice Manager, 1 male patient 3 female patients

Between Dr Hinds and Liz Guest it was explained that the group has been created to aid the changes in the NHS and we had over the past 10 years tried to create a group but have had little or no response which the group took as a sign that our service didn't need further discussion. The attempts at patient interaction in the past had created positive changes, higher chairs for the waiting room and a hand rail outside to aid walking up the slope.

Dr Hinds explained the changes to the local health economy, the introduction of the Western Cheshire Consortium and the need to use the meeting to provide this doctor run organisation with patient opinion on services both present and future. The wish to bring services away from the hospital to a local more patient friendly place that ultimately will make savings for the health economy. When discussing examples of the places and services that could be discussed and influenced, the group were pleased at this prospect.

It was discussed how out of 4389 patients in the Practice we had only 4 representatives at the meeting. Liz pointed out this was an improvement on previous meetings, but there was probably a need for a more representative cross section. It was suggested that we could have a suggestion box again to include more peoples opinions or that we could have something on the website to allow discussion. These suggestions will be looked into and any developments will be brought to the next meeting. All group members were happy to be contacted by email and it is hoped this can be increased to more people who can not attend the meetings. It was discussed how was the best way to inform more patients of changes to the practice, the group or the wider health economy. It was felt a two page newsletter to be picked up in Practice was an option. The other will be to use the website; Liz informed the group that the website would be redeveloped over the next few weeks and will inform the group of progress at the next meeting.

Before the end of March we as a group need to decide if the survey we have already completed will give us a basis to work with for a more informed and detailed questionnaire in the future. Liz offered to send all members a copy of the survey results so we could discuss it further at the next meeting. The survey seems to show that our systems rather than the doctors are at fault. The opinion of the members was that this is due to lack of knowledge from patients rather than a fault with the system. It was suggested we could have an information campaign or ask further questions of people in an environment away from the practice if we believe people who don't use the system complain from a point of no knowledge.

The group were in favour of an informal approach for the meetings and had no strong views on a time or day for meetings. Liz said she would identify a date and email everyone with the information promised. The next meeting will be in January so we can meet the deadline for information required by the end of the year. In the long term meetings will need to be no closer together than once every two months.

The meeting finished on time, everyone was happy to return for the next one.

Next Meeting Friday 13th January at 10.30am?