

**PORTER BROOK MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MINUTES**

**Second Meeting
Tuesday 4th October 2011 at 6pm**

Present: Dr Gurjit Barn GP Partner
 Dr Kirsty Goddard Salaried GP
 Susie Uprichard Practice Manager & Business Partner
 Anne Baird Nurse
 Leslie Green
 Craig King
 Catherine Morse
 Emma Apsa
 Timothy Nelson
 Clare Rushen

Apologies: Fathir Khan Natalie Phillips
 Judith Samways
 Jane Beaumont
 Eileen Nelson

1. Welcome & Introductions	Actions
Susie welcomed Emma and Anne to the second PPG meeting.	
2.Minutes	
The Previous minutes were agreed. The only Matters Arising were to agree the Terms of Reference. These were agreed by all present.	
3.Election of Chair and Secretary	
It was agreed to postpone the selection for these posts until the next meeting so that we could focus this meeting on selecting agreed questions for the patient survey.	Agenda item for next meeting
4. Objectives of the Patient Participation Group	
We agreed that the short term objective is to design a patient survey. The medium term objective would be to apply that survey, analyse the responses, feed back and make adjustments as necessary. Long term objective was not discussed. Mr Green asked whether the patient survey is driven by Central Government , doctors or patient groups. Susie Uprichard explained that it is really a combination of all three. Doctors feel that we could gain useful information to help us deliver the best services possible.	

<p>It is however driven by the government which has used a National patient survey in the past. The questionnaire from the national survey produced a very poor response rate. This is possibly because there were a large number of questions.</p> <p>Those practices that have had PPG for many years have found them to be very useful.</p>	
<p>5. The Patient Survey</p>	
<p>We agreed that we would have around 15 questions. Our aim would be to get a general measure of satisfaction and not have in-depth analysis of patient views. In the future annual surveys we could explore specific areas.</p> <p>We then looked through the sample questions and agreed on those that we wished to use and to discard the others for now.</p> <p>Questions 1,3,5,7,8,13,16,19,20,21,27,34,35,37,39,43 will be used.</p> <p>Some of the questions will be amended/modified.</p> <p>We will add two further questions "If we were to offer additional health promotion activities- would you use/appreciate them?"</p> <p>Are you aware of our services such as website, email prescription service etc?</p> <p>We will have an additional box to allow any further comments.</p> <p>The Survey questions will be sent to the PPG members for approval. The survey will be administered and results brought to the next meeting in approximately eight weeks.</p>	<p>Natalie</p>
<p>6. News</p>	
<p>We were given an update on news within the practice.</p> <ol style="list-style-type: none"> 1. We have appointed a new salaried doctor – Dr Sarah Allum 2. Flu clinics have started. 3. We are moving to a new computer system <p>Mr Nelson asked if patients would still be able to request that prescriptions are sent to a nominated pharmacy.</p> <p>He was informed that we intend maintaining all our existing services and hope to be able to offer additional services with the new system.</p>	
<p>6. Next Meeting Date:----Thursday 1st December 2011 at 6 p.m.</p>	<p>All to note</p>