

## Minutes of the Patient Participation Group 28<sup>th</sup> May 2014

The minutes of the last meeting were accepted

Matters arising

Recruitment to the group was discussed at length and everyone agreed to try and talk to other patient's they know about the group and what it does.

The issue of recruiting more men and young people was explored but no new suggestions were forthcoming except to continue with previous strategies and accept that the group may never mirror the population of the practice but being aware of that and looking at ideas in terms of how they may affect those underrepresented groups was important.

The possibility of having a morning meeting was discussed.

The group looked at feedback from patients, spoke to patients in the waiting room and looked at the results of the most recent patient survey in order to decide on the priorities for the coming year.

Suggestions included.

1. Telephone system tackling problems with getting through
2. Something about a specific disease to highlight
3. New ways of trying to recruit patients to the group
4. Patient education - building on the previous years where the group looked at patient knowledge of out of hours services, where they got their information from
5. The waiting area could improvements be made ?
6. Appointments availability of named GPs. continuity of care

The group chose to concentrate on 1,2/4 rolled into one and 6 this year.

Practice and group to obtain leaflets and posters for discussion at the next meeting and information about telephone usage, call information etc.

Feedback from patients

Feedback via internet, email suggestion sheets etc. since the last meeting were viewed and the most recent survey information from Patinet.co.uk. It was noted that there was positive comments and some constructive areas to look at.

## **AOB**

The group discussed the 111 service as a number of them had had recent experience of the service. It was noted that the message on the out of hours system now asked the patient to put the phone down and ring 111 it no longer automatically re-directed them. It was explained that this was because 111 is a free call and if access was via an automated transfer the caller would be paying for the call.

**The next meeting will be on 24<sup>th</sup> September 2014 2.30-4.00**