

## Minutes of the Patient Participation Group 17<sup>th</sup> February 2014

The Group accepted the minutes of the last meeting.

The group urgently wanted to discuss Care.data and what the practice were doing to ensure that patients knew about what was happening. There was a long discussion about security of information and what pseudo anonymised really meant.

Feedback from the group indicated that not everyone had received the blue government leaflet although it was suggested that this may have been with all the other unsolicited mail they received between the pizza adverts etc. The practice has copies of the “How information about you helps us to provide better care” posters and leaflets in the waiting area but the group felt that they lacked impact

The group looked at a variety of information that was available on the internet from HSCIC and other organisations and it was agreed to provide a leaflet and opt out form at reception and available in the waiting room. More information was also to be put on the website.

(Since the meeting the initial GPES extraction of data has been postponed and national media campaigns have resulted in large number of patients opting out)

The responses to the patient questionnaire and action plan had been circulated prior to the meeting. A draft copy of the annual report had been drawn up. There was much discussion regarding appointments, did not attends; telephone solutions and other options such as Skype, telephone consultations and email consultations. The aims of the remote monitoring directed enhanced service and other technological options in the pipeline were discussed.

It was decided to publish the questionnaire results on the website with short explanatory text and graphs and the patient comments to the questions, what do we do well? What do what could we do better? and if you could change one thing about the practice what would it be?

The group were told about changes in services resulting from the formation of the care delivery groups and the appointment of care coordinators. The practice is in care delivery group 6.

The next meeting will be on Wednesday 28<sup>th</sup> May at 2.00pm

