

Minutes of the Patient participation Group Wednesday 25th April 2012

New members were welcomed to the group and Liz outlined the purpose of the group and some of the important work already done by the group with the patient questionnaire and report and the actions which have arisen from it.

Patient information screen

The group looked at some of the options for health messages and film to be run on the screen and helped to select a variety for installation. It was suggested that leaflets on the same themes should be available in the waiting area for patients to take away

Change Makers

Liz outlined the role of change makers and the group looked at their website and videos. It was agreed to ask them to attend the next meeting and tell the group about their work and help with ideas for increasing the uptake of screening within the practice.

Update on the PPG DES report and Action plan

- It was difficult to tell if the campaign to increase awareness of the out of hours options was successful but a lot of the traffic light leaflets had been taken away so hopefully patients would keep them for when they needed the information
- There has been a slight decline in the number of do not attends
- Named doctors have been allocated to complex and end of life care patients.
- An information board has been allocated in the waiting room and different themes will be approached currently the questions and answers are about changes within the practice such as Dr Arden-Jones' forthcoming retirement

Q&A

The group had a number of questions regarding out of hours services.

The next meeting will be on July 25th at 4-6pm please note time change to see if this is better for some people.