

Bildeston Health Centre Patient Participation Group

Minutes of Meeting 28.11.12

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Present: Mary Ruffle; John Ramsay; June Carpenter; Penny Highland; Margaret Maybury; Tina Davies; Angela Rodgers; Sue Corp; Mark Hainsworth; Jackie Smith; Maurice Goulding; David Payne; Nigel McVitie; Audrey Wilcox and Jackie Smith.

Apologies: David Blacklaws; Diana Stanley; Richard Williams and Penny Morland.

Chair: Paddy Wilmott

Secretary: Sue Sayer

- Ø The survey is carried out by the PPG and not by the surgery.
- Ø The Phlebotomist is to be included as part of the nursing team
- Ø The survey to be focused on patient's experience during recent visits and not last visit.
- Ø The questions drafted by June Carpenter should be used in the new survey. Additional comments drafted by John Ramsay to be used as an aide memoire and explanation to help patients fully understand the questions.
- Ø When discussing the question concerning the customer services provided by the practice secretaries Margaret Maybury felt the comments being made by some members of the group were inappropriate and asked for this to be recorded in the minutes.
- Ø Patients must be encouraged to fill in the questionnaire online if at all possible. The paper questionnaire is to include the web address.
- Ø The surgery will be installing a new computer system in the next 12-18 months enabling more computer interaction between surgery and patient.
- Ø Survey to be advertised in local magazines as before
- Ø Aim to run survey during the month of February

Ø John Ramsay was elected as Vice Chairman

Ø **NEXT MEETING 6pm 27th March 2013 Bildeston Surgery**