**Patient Participation Meeting**

**Date / Time of meeting 30th JANUARY 2020 AT 1:00PM**

# Attendees

Patient attendees: 10

Staff attendees: 1

Other attendees: Tahira Amin (Dietician)

# Agenda

* Todays meeting focused on the Patient Satisfaction survey we undertook in house.
* Overall group was pleased with the number of responses (especially as this survey has been so poorly responded to when sent out in the post) and also the fact most of the survey results show the practice in a positive light.
* Discussions with the group about why we had a better response rate to this survey.
  + It was mentioned that the postal survey was confusing and far too long and was only available to post. No online survey
  + It really helped with members of staff approaching patients while they waited for appointments asking if they could fill the survey out during this time.
  + Help from staff filling out survey was also a massive help to those who find it difficult to read and write.
  + Thera (PPG Lead) also added that a lot of previous low scores were down to patient education about our appointment system and when they should seek a GP appointment and when to seek other avenues eg pharmacist

## **Presentations /Demonstrations / Talks**

## **Presentation 1**

* There was also a talk from an outside speaker Tahira Amin about dietary advice.
* There was discussion about what can lead to not eating a healthy diet. Work/life balance, having to look after large families these are all reasons why patients do not follow a healthy diet.
* Tahira wanted to know from the group if this type of session would be useful to the group and other patients. It was agreed this would be.