

PATIENT PARTICIPATION MEETING

DATE / TIME OF MEETING 30TH OCTOBER 2019 AT 1PM – 2PM

ATTENDEES

Patient attendees: 4

Staff attendees: 1

Other attendees:

AGENDA

This is a new look PPG group called Afternoon Chit Chat. Following on from Discover My Plate.

We discussed reviews which were on NHS choices website with patient participation group members, positive and negative reviews. The Patient Participation Group thought the negative reviews were probably written due to patients not being able to get an appointment at the surgery on the day and time they wanted.

They also thought GP surveys done in surgery was a really good idea. Tahira took time to help patients fill in the survey if they needed it. It was also a good time to discuss patient concerns and help patients get an overview of how the appointment system works.

PRESENTATIONS / DEMONSTRATIONS / TALKS AFTERNOON CHIT CHAT

ANY ACTIONS ARISING?

Tea/coffee and snacks were provided by the practice and also recipe books were available on the day to discuss recipes and if needed take copy home.