

JOINT PATIENT PARTICIPATION GROUP MEETING WITH DR
LEFLEY & ASSOCIATES AND HYLTON MEDICAL GROUP
24TH APRIL 2012

MINUTES.

PRESENT:

Sean Bowler, Practice Manager, Hylton Medical Group
Jane Richardson, Practice Nurse, Hylton Medical Group
Theresa Harris, Patient, Hylton Medical Group
Trevor Camsey, Patient, Hylton Medical Group
William Bowe, Patient, Hylton Medical Group
Florence Gunn, Nurse Practitioner, Dr Lefley & Associates
Clare Furey, Administration Supervisor, Dr Lefley & Associates
Dave Green, Patient, Dr Lefley & Associates
Sheila Brown, Patient, Dr Lefley & Associates
Evelyn Robbie, Patient, Dr Lefley & Associates
Tim Wright, Patient, Dr Lefley & Associates.

- FUTURE MEETINGS

Meeting are to be held every four months. Sean Bowler to liaise with Dr Shetty's practice manager Chrissie Henderson so that all three practices in the health centre are represented in the group.

Number in group meetings should be restricted – possibly three members from each practice group on a rotational basis

Sean Bowler suggested that guest speakers are invited to future meetings.

- PURPOSE OF THE GROUP

To discuss services that could be offered.

Promote awareness

Charity events – suggestions to be passed to Sean Bowler

Share experiences and ideas

Good practice

- NEWSLETTER

At present both practices have their own quarterly newsletters which are available in the waiting room as well as on their individual websites. It was suggested that a joint newsletter be produced and sent out to patients with appointment letters. – To be discussed between the three practice managers.

- LEAFLETS

It was suggested that there be a centralised area in the waiting room for information leaflets instead of each practice having individual areas. Sean Bowler to look into this.

- PATIENT QUESTIONNAIRE

Dave Green suggested that the group carry out a patient survey. The members would approach patients in the waiting room and ask them the following questions:-

1. On a five point scale how do you rate the practice – very good, good, fair, poor, very poor.
2. What improvements should be made to the practice?
3. Would you be interested in being part of the patient participation group?

- NEXT MEETING

The next meeting of the group is to be held on 22nd May when arrangements will be made to carry out the patient survey sometime in June.