Fern House Surgery Patient Participation Group meeting.

3rd March 2014

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| Attendance | **Practice staff** : Lorraine Hendon (Practice Manager), Tess O’Connor (Senior Receptionist), Dr. Teverson, Dr. Afsar  **PPG members**: **Anonymised**  Other PPG members were unable to attend. | **Actions**  **All PPG members present shared email addresses** |
| Background | The previous PPG meeting has occurred a year earlier and subsequent contact had been by email only. This meeting aimed to review results of the recent Patient Survey and gain views and ideas from the group. The intention is to meet 2/3 times a year and enable the group to review actions arising from the survey and to contribute to information the practice uses to improve the patient experience. | **MR and LH** to confirm subsequent meeting dates in June and October. |
| Survey issues | Lorraine identified the key areas found in her analysis of the 368 survey forms returned. The survey report will incorporate PPG input.  Satisfaction levels were high in most areas relating to contact with practice staff. Three areas were of concern to patients: the appointments system, car parking and extended hours. Views were sought about how these might each be improved. | **LH** to use PPG member feedback to develop action plan within survey report.  Members to read this report when placed on website and review progress at next meeting |
| Member issues | Members were keen for the group to use collective knowledge and experience to assist the practice in continuing to improve services. Concerns at the increase in population and the effects this has on availability of GP services in Witham – an area with very limited clinical services beyond those offered at surgeries. | **MR** to report these to patient reference group at CCG.  **LH** to add patient views to reports where appropriate. |
| CCG patient reference group | This group seeks to understand and incorporate into policy patients’ / groups’ views. Three locality leads attend and feedback views from their own networks and PPGs. Several public meetings have been held and more will take place during the year. | **All**  Use website to update diaries with events |
| Next meeting | It is planned to meet during week of June 2nd as this is the National Association for Patient Participation (NAPP) awareness week.  A further meeting is planned during October. |  |