

MINUTES TO MEETING

Meeting commenced Thursday, 27th March 2014 - 11:00 hours

Attendees:	Jean Yull	-	Practice Manager
	Dr Jaideep Israel	-	Senior Partner
	Stuart Hall	-	IT Manager
	Carole Brennan	-	PPG Forum Co-Coordinator

Responses from forum members asking for any further comments, suggestions or changes with regards to finalisation our patient survey 2013/2014 closed on Wednesday 26th March.

The meeting was opened with an overview of the background of the patient participation group within the practice and the reason for this meeting.

Discussions took place around the fantastic response we had received on this year's survey and figures were compared to last years, we spoke on how we actually achieved this. It was infact through email direct to patient's mobile phones. This alerted us to the fact that the best and most effective way going forward of communicating to our patients would be through this method.

We went on to review figures of our forum members in comparison to last year and were delighted that we had achieved by far our expectations on numbers as well as ethnicity. Well done to everyone for their efforts in promoting the patient participation group.

Quite a few comparisons were made between last year's survey and this year's survey as one of our commitments on final conclusions was to monitor on a regular basis certain areas, these were consequently inclusions within this year's survey.

Figures actually showed a true reflection on how we were achieving our targets. Once again, well done to everyone for their efforts.

Upon summarising, it was agreed that overall we received good patient satisfaction and were happy with the outcome of the 2013/2014 patient survey and going forward it was further agreed that close monitoring in certain areas was needed and will continue.

The meeting was ended by everyone being in full agreement that our proposed action plans would be the most effective way of increasing shortfalls in patient satisfaction in certain areas. Thanks would be extended to everyone at the Vale Medical Centre for their support and efforts in achieving a very welcomed overall patient satisfaction.

Meeting ended 12.00 hours

END OF MEETING
