

Notes of PPG meeting held on Thursday 28th January 2016 in WMP

Present: Peter Rekhaye (Chair), Caroline Brown (Secretary), Rebecca Hemming, Lorraine Francis

Apologies: Jennifer Sheikh, Knolly Charles

WMP: Dr Muhammad Naqvi, Dr Yusuf Patel, Nasima

Apologies: Darshan Kaur

1. Welcome

PR opened the meeting with a welcome and introductions.

2. Minutes of the last meeting

These were accepted as an accurate record.

3. GP survey 2015

The results of the survey were shared with the meeting. It was noted that on the whole WMP had fared well.

Dr N outlined improvements that had been made to date eg telephone triage, Dr N spending time in the reception area, additional training for staff.

CB confirmed that she would spend a morning in reception too as agreed, and mentioned that Jennifer had offered too.

A detailed discussion took place regarding the results in comparison to both the national and local picture and how to improve future results.

4. Confidentiality

Representatives from the Practice stated that there continued to be concerns over confidentiality for patients in the reception area, various examples were discussed. A range of possible solutions were raised and the meeting visited the area too. It was agreed that a sign should be used to encourage patients to leave space and not stand close behind someone at the window to aid privacy.

ACTION: WMP to order suitable sign

5. Any other business

There were no further items for discussion

6. Date of the next meeting

It was agreed to meet in April, either 7th or 14th.

ACTION: CB to email members of group to find preferred date