

Minutes of the Eleventh Meeting of the Patient Participation Group for the Tean and Blythe Bridge Surgeries held at Blythe Bridge Primary Care Centre at Noon on Thursday 26th February 2015

Present:- Frank Hopley (Chair), Jane Bentley (Practice Manager), Carole Hughes, Peter Jones, Dr Mohammed, Jennifer Perrett, Derek Sederman, David Trigger.

1. Apologies.

Hazel ?

2. Minutes of the meeting on November 20th 2014.

These were signed as a true record by the Chairman.

3. Matters arising.

David Trigger and Derek Sederman to investigate the situation for them regarding Item Five.

4. The group were made aware of the position of Patient Experience Officer for NHS England. There would also be a Patient Locality Meeting on March 5th. We were expected to carry out a Patient Satisfaction Survey but were awaiting instruction from NHS.

Jane Bentley said that the Care Quality Commission has carried out an inspection on January 26th. There were four inspectors. It was a very stressful but positive experience.

There would be a further Patient Satisfaction Survey. It should include a question about doctor's interaction with patients. David Trigger said that he preferred comments rather than ticks in boxes. There was much discussion about what can make an experience good. It was left for Jane Bentley to adjust the questionnaire as she felt necessary taking into account the points mentioned in our discussions. Anyone wishing to make further comment should do so to her by February 28th.

5. Elections.

Chairman:-	Frank Hopley
Vice Chairman:-	Peter Jones
Secretary:-	Derek Sederman
Treasurer:-	Jane Bentley

6. Date of next Meeting.

Thursday May 14th at Blythe Bridge Primary Care Centre at Noon.

Signed.....

Date.....