

Patient Participation Group – 23rd July 2015, 4.00pm

Minutes

Present: CY, DA, AH, LB, ST, SC (Patients) Mrs Anita Hampson – Practice Manager

Apologies: TG

1. Introductions and welcome Apologies	All
2. Minutes of last meeting 4 th June 2015	Anita Agreed, no matters arising
14/15 Complaints Review	All – Review of anonymised complaints for last year and themes and issues discussed. All agreed important to ensure patients were given explanation of issues raised and how practice managed these. Agreed all complaints dealt with appropriately.
CQC Inspection 28 th July 2015	All Update on Tuesdays inspection ST/SC/LB/AH all agreed to attend to meet the inspectors

CQC comments Cards	Anita Reviewed lay out of cards for comments/virtual group. Currently with FFT cards until box available from LB. All happy
Future events and involvement	All Following the success of April Open meeting felt better to look at practice issues rather than health promotion. Consider doing Dementia Friends training for patient group and open to others to tie in with new Dementia clinic
Virtual Group	All Agreed to pass cards onto AH who would reply on behalf of the group, we would then develop a “virtual” register and then send out details following next meeting of issues to raise virtually. Anyone expressing an interest in joining the group to be invited for 1 “taster” meeting to gain an understanding of how the process works.
Patients Comments Cards	All See above
Next Meeting	4 pm Sept 17 th
AOB	None