

**Kings Lane Medical Practice**  
**Patient Participation Service**

Minutes of Meeting to Discuss Creating PRG Group

Date: Monday 9<sup>th</sup> January 2012 – 1pm

Attendees: Dr Denyse Kershaw (DK)  
James Rae (JR)  
Helen Rae (HR)  
Suzanne Broster (SB)

DK stated reason for meeting was to set up a PPG which will support Helen in her role as patient representative on the patient council for commissioning group. We recognised that this support had been lacking up to now.

DK asked HR if she would be interested in chairing this new PRG group with help from Suzanne. HR said that she would be happy to do this but did mention past experiences of meetings and did not want it to just become a “moaning” session. Both DK and SB agreed that this is what we are trying to steer away from.

DK went on to explain what was needed to be done over the next couple of months:

1. A small nucleus group would be set up (approx 5-6) to generate questions which HR would feed back to the practice. (Anticipated meeting frequency quarterly to start)
2. Priority area's for questions need to be discussed
3. Survey to be produced and distributed
4. Survey information to be collated and reported on
5. Meeting of PRG group to discuss results
6. Report to be published on the website

GPCC Patient Council Meetings were discussed HR suggested that she could go over the last few meetings minutes and provide a précis or understanding of what these were about and this could be fed back to the nucleus group and also notice put up in reception and on the website so the practice patients could see what is being proposed by the Executive Groups and be offered the chance to comment.

With regards to feeding the GPCC with our concerns DK needs to pass these to JR & HR so that they can be put on the agenda for discussion.

DK also stated that we need to try and aim to let patients know that if they have a bad experience at hospital they should raise this with the practice so it can be dealt with.

Next Patient Council meeting is on 24<sup>th</sup> January 2012. HR will see what issues have been raised.

It was agreed that the group will start with two members SB and HR. The survey questions were discussed and the following questions were agreed on by all.

Are you interested in PRG feedback?

How often do you attend the practice?

How do you make your appointments?

Are you able to see a doctor of your choice?

How do you rate the service and treatment offered at the practice?

Do you have access to the internet, mobile?

Any comments

SB is to create the survey and e-mail to JR, HR and DK for finalising.

**Actions:**

1. SB to produce survey and send to HR, JR and DK to finalise.
2. SB/DK to contact patients who may want to join the group.
3. SB once survey finalised arrange to have it linked to the KLMP website
4. SB to arrange for copies to be put in reception for the patients to fill in.
5. SB to arrange for all patients with mobile phones to be sent a text re: survey.
6. SB to arrange for survey results via web and hard copy to be analysed
7. SB to produce the report of the results and send to DK,HR & JR
8. HR to arrange PRG meeting to discuss the results and give feedback to DK/SB
9. HR to write précis or understanding of previous Patient Council meeting minutes to put on web and in reception.