**PARKSIDE MEDICAL PRACTICE**

**Minutes of Patient Participation Group**

**Tuesday 20th January 2015 at 10am.**

**Staff members present:** Sharon Hirst and Nisa Iqbal

**Patients present:** Mirza Mohammed Sabir and Bushra Kauser.

Discuss surveys prepared by NI: Patient Access and Practice Survey questions:

1. MMS and BK were given copies of the patient survey and patient access survey which we were going to given to the patients for them to have a look at and to let us know if we need to do any changes to the surveys.
2. The group suggested Customer Care training for practice staff, particularly Receptionists. SH advised the group that staff members have been booked for this on 27th February 2015, All receptionists and one Admin staff booked on course.
3. The group had a look at the survey during the meeting and were happy with the questions in the survey.
4. NI explained she would print the survey off and will given them to the patients to complete and would analyse them before the next group meeting.

AOB-None

**Next meeting:** Tuesday 17th March 2015 at 10am