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| **Patient Participation Meeting** | **Date: 28.03.2018. Time; 10:30****Meeting Room.** |
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| **Type of meeting:**Formal PPG Meeting  |  |  | **Facilitator:** Pauline Woodrow |
| **Note taker:** Hajra Ansar |  |  |  |  |
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| Attendee’s; Hajra Ansar, Pauline Woodrow, Susan Gavin, Nazmeen Khan, Sonya Brooks, Dr A Azam,Sadaqat Khan, Mohmmad Saddique, Kalsoom Bibi, Mansour Youseffi. |  |
| **Agenda** |
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| ApologiesIntroductionsAction plan for practice survey *Appendix 1*  |  |  |  |  |  |
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| **Type of meeting:**Formal PPG Meeting  |  |  | **Facilitator:** **Pauline Woodrow**  |
| Note taker: Hajra Ansar |  |
| Attendees; Hajra Ansar, Pauline Woodrow, Susan Gavin, Nazmeen Khan, Sonya Brooks, Michael Nunn, Dr A Azam,Sadaqat Khan, Mohmmad Saddique, Faredeh Javid , Man, Kalsoom Bibi. |
| **Agenda**  |
| **Apologies** | **SN** | **5** |  |
|  | Discussion: Apologies were given from 3 members who were not able to make it Rozma Bi and Iqra Hussain and Faredah Javed.  |
| Conclusions: Meeting of the minute to be passed on to all participants. |
|  Action items:  Meeting of the minute to be passed on to all participants. | Person responsible:Hajra | Deadline:ASAP |

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| **Introduction** |  | **5** |
|  | Discussion: The main focus of this meeting was to present the group with this years practice survey, the results and the action plan to discuss with all participants in order to see if they were happy with the results and if there was anything they wanted to add or change. The time this meeting was at was inconvenient to some participants therefore Hajra the PEL accommodated to as many participants as she could by seeing some at different times during practice opening hours and also for those who couldn’t do it face to face we carried out this session virtually via emails. |
|  | Conclusions: None |
|  | Action items: None | Person responsible: | Deadline: |

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| **Action plan for practice survey *Appendix 1*** |  | **5** |
|  | Discussion:We discussed all the results received from the practice survey and all participants were happy with all the positive results received 80% of the results received were all positive comments which portrayed our practice in a positively. All participants were happy with the results and found all results to be true.All results totalled to 150 patients being surveyed, this represented majority of our patients as they were from a range of ages and also a range of ethnic groups representing as many patients as it possibly could not only this but patients were provided with this survey after seeing different clinicians this is so that results are not reliant on an experience from one clinician but it is to provide patients opinions of their experience with different clinicians.From reviewing these results with the participants they felt pleased with these results and did mention that this practice is continuously improving in positive and constructive way and that they feel that this practice and staff are continuously striving to provide the best health care they can by ensuring all patients feel like staff at the practice have taken into consideration all of their problems and they try their best to deal with all queries and difficulties efficiently, carefully and in the best way possible and the results collected from this survey reflects that despite there being some action items it is evidence that patients are recognising the dedication to care from our practice staff. |
|  | Conclusions: We received a suggestion form one participant and that was to inform all patients of the phone number of the text message system as from results it seemed that many patients were unaware of this service. However upon discussion we mentioned to participants that we are due to have a new contract which will be set up once this is done we will be texting all patients and placing posters around the practice in order to inform all patients of this service. |
|  | Action items: For all actions to be completed in their due time. | Person responsible:All staff | Deadline:Ongoing. |
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