**MINUTES OF THE PPG MEETING HELD ON THE 13TH FEBRUARY 2014**

**PRESENT**- S Bryson Practice Manager

Mrs S L/MR L D/MR PB

MR P W/Mrs P S/Mrs K J

Apologies Mr P R/Mrs K K/Mr M J/Mr K T

**AGENDA ITEMS-**Discuss the results of the practice survey and agree action plan

1. Welcome to all at the meeting
2. All members of the group - Telephone access/ appointment accessibility/access to a Doctor via the telephone were the main areas that we examined on the survey results. We also looked at choice of practitioner as that also has not improved on the survey. The PPG and the practice manager discussed the survey in depth and agreed as a group some ideas of improvement. There were no areas of disagreement.
3. The practice and group used the CFEP survey and this was carried out in the first 2 weeks in September 2013 so that it was a fair comparison to last year.
4. Thanks to the 5 members of the group that handed out the surveys to the patients at the surgery. Patients were asked to complete the questionnaire after seeing the Doctor and before leaving the practice. The Group said that patients had felt comfortable that is was the PPG asking them to complete the survey. The group also felt that comments on the back of the surveys were honestly given.
5. The PPG and the practice manager compared last year’s results to this year’s. All were pleased that this year’s survey had shown a slight increase from 87% to 88% on patient’s ratings about the practice.
6. All members of the PPG and the practice manager examined the CFEP survey in depth and agreed an action plan (see document titled Action Plan).
7. AOB- The group were concerned as patients and as a group about the SHARED CARE DATA. We discussed this at length and the practice manager said that she would report any changes or updates.

The group agreed to meet again in April/may