

**Overton Park Surgery Patient Participation Group
PPG Meeting Minutes
6 December 2011**

Item	Minute
1	<p><u>PREVIOUS MEETING MINUTES</u></p> <p>The minutes from the previous meeting were accepted.</p>
2	<p><u>ACTION REVIEW</u></p> <p>Discussion took place about a monitor for the waiting room. A member of the group would contact and possibly visit a couple of surgeries with monitors in waiting areas.</p> <p>The surgery website was also discussed. The possibility of having a link to Facebook was mentioned, but then dismissed as it was felt it wasn't suitable in this case. The group would consider an update to the PPG section of the website.</p>
3	<p><u>SURVERY PLANNING</u></p> <p>About 300 patients were to be surveyed, to include a cross-section of age and sex. To include patients who do not visit the surgery in person.</p> <p>The questionnaire would follow a chronological sequence, from the time someone encountered reception/booking in, to the consultation and then follow up.</p> <p>So the questionnaire would follow in this order:</p> <ul style="list-style-type: none"> • reception and booking in • prescriptions and ordering/collection methods • use of screen • waiting area • notice boards • experience of consultation with the doctor or nurse • triage – home visit requests • general comments
4	<p><u>ANY OTHER BUSINESS</u></p> <p>Some of the contact details on the surgery website about the District Nurses were inaccurate.</p>