

## EAGLE HOUSE SURGERY

### Patient Participation Group Steering Group

Meeting 18.11.2013 5pm

1. Introductions
2. Welcome & background
3. Purpose of steering group
4. Meeting tomorrow at Sturminster
5. Way forward / future plans

#### Notes from meeting:

Present: Sarah Dummer-Wade (Practice Manager)  
Adrienne McIntosh Apologies: Jimmy Hamilton-Brown  
Lynn MacGrath  
Hilary Over  
Felicity Brown  
Sylvia Hixson-Andrews  
Edward Watts

1. Discussion about purpose of group and experience of EHS. Recognition by group that this is not a forum for personal gripes or focus on individual issues.

Reasons people wanted to be part of the group:

- Support the practice to provide the best possible service
- Help patients understand why things are done the way they are
- Help practice staff see things from a patient's perspective
- Provide information and feedback to and from the practice
- Link in with other community groups to support health and wellbeing of local people

The groups general feedback about the practice was very good

"the best practice I've ever been with" " I always feel like my doctor listens to me"

"the receptionists are always helpful" " you never have to wait too long to get an appointment"

" the nurses provide very personalised care"

Even when individuals had experienced difficulties there was a general feeling that these had been handled well

2. Preparation for meeting tomorrow at Sturminster. What do we want to know from other groups?

- What do other groups do?
- How do other surgeries feel about their Patient Group, how much influence do they have in practice decisions?
- How valued do other group members feel?
- How do other groups communicate with the rest of the patients?
- What activities do other groups get involved in?
- How do other groups link up with other groups in their community?
- Does WhiteCliff Mill Street Patient Group want to link up with us?
- How do other groups fund themselves?
- Do other groups get involved in patient surveys
- Do other practices use automated computer systems eg appointment alerts?
- How have other groups broadened their membership?
- What structure do other groups have? How often do they meet?
- Do other groups have terms of reference

SDW shared the North Dorset Patient Group newsletter and also the National Body NAPP newsletter

Next meeting – Tuesday 5pm, date to be arranged