

Minutes of Meeting 13.06.2013, 12-1 Dr Shetty's Surgery, Pallion Health Centre, Sunderland

Attendance: - Chrissie Henderson, Mr Arnold, Mr and Mrs Freeman, Denise Watson Practice Nurse.

Apologies: - Julie Whitehouse, Mrs Lawson, Kate Doughty, Mrs Moss, Dr Sri

- Chrissie apologised for the failure of the agenda notes to arrive for members of the group.
- The group agreed the four aims of the patient survey;
 1. To identify areas where patients needs are not being met.
 2. Challenge assumptions being made about priorities and services.
 3. Collect evidence based feedback from patients
 4. To widen membership of the PPG to include different age groups and backgrounds.
- The group analysed and agreed alterations to the suggested questionnaire. A final draft is included with these minutes.
- Discussion has to the right time to conduct the survey took place and especially the pros and cons of doing it during the flu jab period.
- Chrissie arranged to provide a form of identity for those conducting the questionnaire.
- It was agreed that where possible communications between the practice and PPG members would be done by electronic mail.

Date of next meeting: Thursday 5th September between 12 – 1pm