

## **Manor Park Medical Centre Participation Group Meeting 11<sup>th</sup> March 2013**

### Agenda & Minutes of meeting

Welcome and thank you for attending the patient participation group meeting

1. See report from the recent patient satisfaction survey.
2. WM discussed the results of the Patient satisfaction survey with the group. Overall the results were an improvement on last year. See attached report / action plan
3. CB to design slips/cards informing patients of the surgeries extended hours on Thursday and Saturday mornings. The slip to also include information about the availability of a interview room should patients wish to speak confidentially to receptionists. Cards to be taken over to the chemist, attached to prescriptions and handed out to patients
4. Responses from comments on the patient survey questionnaire to be displayed on the practice notice board with a response to any questions / comments as necessary. WM/CB. The group overall was pleased with the comments made by patients.
5. BH asked if it was possible for the practice to inform patients who don't attend the surgery very often of the opening hours and how the practice runs appointments/triage. CB/WM to investigate a search to do this and then discuss with GP's.
6. CB to promote the patient group on the practice notice board to encourage new members.
7. The group decided that the Easter Raffle money would go the MIND mental health charity. CB to do posters.

**Next meeting Monday 29<sup>th</sup> April at 1.30pm**

Example of card/slips to be handed  
Out to patients

**Extended Hours**  
Thursday mornings 6:45 – 8am  
and the 1<sup>st</sup> and 3<sup>rd</sup> Saturday every  
month 8:30 – 11am  
**Confidentiality**  
If you wish to speak to a  
receptionist in private please do  
not hesitate to ask and we will  
arrange this for you