

Minutes of Patient Participation Group (PPG) Meeting held on 7 March 2012

The purpose of the meeting was to discuss the content of the initial questionnaire concerning patient services. Clarification and agreement was reached on the points set out below:

1. Questions are being asked on behalf of PPG and not Bildeston.
2. A paragraph to be drafted explaining what the PPG is and why we will be sending out surveys. To be drafted by Sue Sayer and Mark Hainsworth (not sure if this is right Mark but I enclose a quick draft.)
3. The questions fall into two sections: The first dealing with the patient's personal experience with the doctor and the second is concerning the patient's satisfaction with current service provision.
4. It was agreed that the format should be a clear explanation of why the questions are being asked, followed by a limited number of questions with yes or no answers.
5. Three questions were agreed for section 1:
 - Could you see the Doctor of your choice?(providing they were not on holiday or off sick)
 - Did the Doctor listen to your concerns?
 - Did you understand the Doctor 's explanation?

Section two - service provision: Current service preamble to be drafted by Sue Corp for discussion at the next meeting.

Agenda items for next meeting:

Preamble on service provision

Questions concerning the service provision

Next date to be decided by online voting.