

STAFF ATTENDEES: Dr Mark Hainsworth, Jackie Smith and Louise Bissett.

Apologies received from 12 people, names have been recorded.

PATIENT REPRESENTATIVES: Penny Hyland, David Blacklaws, Audrey Wilcox, Tina Davies, Sue Sayer, June Carpenter, John Naylor, Angela Rodgers, David Payne, Sue Andres, Nigel McVittie and Paddy Wilmot.

Dr Hainsworth welcomed everyone to the first meeting of the Bildeston Health Centre PPG. He then discussed the reasons behind forming the group and the process of establishing the group.

We endeavoured to establish a group that comprises only of registered patients and one is representative of our patient demographic. We have 52 patients signed to the group; all were informed of the first meeting. Of this 52 we received 24 replies. 12 people were unable to attend. Some of these patients will hopefully form our "virtual group" and will be contacted by email.

The aim of the group will hopefully be to involve them in some of the decision making that lead to changes to the services that the practice provides or in future may commission.

The first aim of the PPG form the structure of the group then to agree priority issues discuss them and to include these in a local patient survey. We would like to start by looking at the way the surgery works and the services we provide as a trial for bigger decisions that may occur tin the future. Our main priority is to endeavour to maintain the "patient experience" to the highest possible standard.

Dr Hainsworth reiterated that everything discussed needed to be constructive and the group was NOT a forum for general moaning and complaints.

A list of current services provide by the surgery was asked for; this will be prepared and sent to all representatives.

Dr Hainsworth passed around a selection of sample questions as we need to gauge patient satisfaction and any common themes about the service provided

The format of the group was discussed.

The group elected a Chairman, Paddy Wilcox and a Secretary, Sue Sayer. Penny Hyland offered to help the secretary if needed. The Chairman and Secretary arranged to meet and formulate some questions.

A.O.B

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David Payne enquired as to having a water dispenser in the waiting room. It is not always appropriate for patients to drink before certain procedures so it was not considered suitable.

Nigel McVittie asked about providing WIFI in the waiting room. This would probably incur an expensive as it would need a dedicated line.