Date 20 December 2011

**Reference: Patient Participation Group**

Meeting 15 December 2011

The group held it's first meeting on the 15th of December 2011.

Present were Dr.S.Kacker, Broydon Vickerage (Practice Manager) and 5 patients.

Dr.S.Kacker welcomed the group

The Group were given a presentation on the following items.

- To outline purpose of the group
- To update on the changes in the NHS
  - Nationally
  - Locally
- To give an overview of how a practice is monitored
- To give ideas of discussion
- To arrange the next meeting

The presentation allowed for Q&A’s at any point.

The presentation enabled discussion to take place on how the practice is run and monitored. It was felt by the group that presentation highlighted additional work that patients would not realise the practice undertook.

A general discussion was undertaken on how the NHS was changing and how this can and does affect front line services.

It was agreed by the group, it was important to gain an understanding of how the practice and the NHS is run, including ideas of what areas we could develop and HOT Topic areas.

The practice manager also offered to support the group by arranging one to one sessions so the members of the group could look at areas of interest and feedback to the group from a patient prospective.

“Confronting Health Care Together”
It was agreed that communication was to play a key role not only within the group but to the wider practice community, those in the group were not expected to personally communicate nor act as patient spokes persons as this was not the role of a member of the group, but to feed into the group their ideas and prospective, which would hopefully be representative of a wider practice community. Naturally if they were in a position to feed into a wider practice population through personal contacts the practice would support this where possible.

The group were surprised at the cost of certain elements of the NHS and agreed that educating people on how to use services would be key to saving money and improving services, a full discussion would take place on ideas and strategy would take place at the next meeting, with ideas being formulated in the interim.

The next meeting was agreed to take place in the beginning of February 2012, the size of the group to be expanded if possible, the Practice manager to review this process. Those present found the day and time acceptable, and this the best option to ensure the practice continued to run smoothly.

The overall feedback was the meeting was informative and extremely interesting. It was also agreed that this meeting was more a Q&A session it was important to be as such to lay the foundations for future discussion.

It was agreed that the practice manager would chair the next meeting and within a short time the group would self lead.