Patient Representative Group

Minutes of meeting held on 2nd November 2011

Members present

Mrs Dorothy Senior

Mrs Manjit Chagger

Lorna Harris

* PRG reported back their opinions on the sample patient questionnaire, it was decided a number of questions were not required and therefore will not be included in the patient survey.
* Lorna asked PRG if they would like to include any other questions in the survey, it was decided that the survey should ask if patients would like to suggest other services that would be beneficial to patients in the practice
* Mrs Chagger suggested Holistic therapies i.e massage/ reflexology/ relaxation, Lorna will look into this i.e funding/ business plan
* Lorna confirmed draft survey will be sent out to PRG in December, PRG will contact Lorna if any changes need to be made.
* Lorna confirmed to PRG that a new Practice Website will go live following our move to City of Coventry Health Centre, practice news and information will be updated regularly on the website
* It was decided, as the Practice is moving to new premises in December that the survey will take place 9th/ 10th/ 11th January 2012, as staff & patients will be familiar with the new building. During the survey PRG meeting will be arranged to discuss the results of the survey
* We discussed our complaints for the last year, and Lorna informed PRG that we had only received one complaint , which was a clinical matter and was dealt with amicably by the clinician and the patient.

02/11/2011

L Harris