

## Block Lane Surgery Minutes of Patient Participation Group Meeting Thursday 21<sup>st</sup> March 2013

The second meeting of the Patient Participation Group for 2012 – 13 to discuss the recent survey results and propose a plan of action. The following were in attendance:

Steve Heaney	Practice Manager Block Lane Surgery
Pauline Black	Patient Participation Group Member
Peter McGann	-----
Stuart Lee	-----

### Apologies

Dr Datta Partner Block Lane Surgery

There were 7 apologies received from other members of the Patient Participation Group

The survey had been emailed earlier to members. Steve then discussed the report in detail and identified areas he thought were falling short of what could be expected. Steve sought the members' present thoughts on the results. This led to feedback or suggestions as to how the shortfalls identified could be rectified being made by the members. This is detailed in a separate report which will be sent to all members of the virtual group by email and posted to the website for all other patient to be able to access. Paper copies will also be made available if requested.

Steve noted that there was an error in the report of the survey results. Question 20 quoted the number who answered "Yes" was 49 giving a percentage of 62. This should have in fact been 59 and 75. Steve apologised for the error

Although there were only a small number of members available at the meeting the quality of the feedback and even more so, the suggestions to help rectify certain positions were excellent. Steve thanked all concerned for their input.

Steve then summed up what would now happen. There will be a report on the findings of the survey together with the agreed suggestions for action by the group members present. This will be presented to all members of the virtual group for any further comment before being posted to the website by next Thursday 28<sup>th</sup> March

S C Heaney  
Practice Manager  
Block Lane Surgery

21<sup>st</sup> March 2013