

# **WESTOVER PATIENT PARTICIPATION GROUP MINUTES**

Tuesday 16<sup>th</sup> June 2015 18:30

Attending: Stephen Willoughby, Ann McLeod, Jennie Morgan, David Whitworth

Apologies: Dr Jennet Denwood, Steve Burrows, Sharon Tedstone, Evelyn Lee Savage

1. Previous Minutes
  - The minutes of the previous meeting were approved.
2. Introductions
  - Ann McLeod was welcomed to the group
  - The group agreed that it would also be helpful to recruit a young parent to the group to make it more representative of the practice population.
3. CQC Report
  - A summary of the CQC Inspection report was distributed and discussed.
  - Westover Surgery was rated as GOOD in all areas.
  - The full report can be read at:  
  
<http://www.cqc.org.uk/location/1-549438189>
4. Update on the Premises
  - Business case for new building has received provisional approval.
  - The surgery is going ahead with plans that would see building commence in 2016 (subject to planning consent and confirmation of funding).
5. Patient Survey
  - The results of the most recent patient survey were distributed and discussed.
  - The meeting agreed that the results were disappointing.
  - Following the survey, the practice has made a number of changes that it hopes are reflected in better survey feedback in the future. (The changes include a new telephone system, emphasis on GPs running to time, less use of locums and increased practice GP cover.)
6. Training
  - An invitation to attend a Patient Participation Group conference was extended to the group. (The conference will take place in Plymouth on Thu 16 July.)