

**Amwell Group Practice  
Patient Participation Meeting  
4<sup>th</sup> September 2019**

Present: Sonia Hehir

Lindsay Dubock - Practice Management Consultant

JB - Chairperson

JW- Patient

JC - Patient

DM - Patient

Apologies:

JD - Patient

AD - Patient

SL - Patient

**Welcome, Introduction and Apologies**

Lindsay welcomed the group and discussed a possible upcoming visit by the CQC. Lindsay advised group that the practice has 2 new members of the reception team - Fahmid Alam and Prescilla Mankulu.

**Minutes of the last meeting**

Accepted as true record.

**Matters arising from the last meeting**

JC would like minutes produced in a larger print.

**Practice Survey**

The group discussed previous practice surveys and what they felt was important to be included in the new one.

The questions would mainly be based around access, patient experience and awareness of how they can administer their care online. It was felt it was important to keep the answers option uniform, using 5 answer options wherever possible. The group were keen to ensure that age ranges were set out slightly differently to most surveys not opting for 75 and over but adding another age bracket before this 65-74.

Once created Sonia will send the draft to the group to approve the questions. Once approved the survey will be sent out to the virtual patient group, the link put onto the practice website and manual copies placed at reception.

### **Patient Registration Forms**

Carried to the next meeting

Date of Next Meeting: 16<sup>th</sup> October 2019 - 4.30pm-5.30pm

