

**Patient Group Meeting 20th
May 2014 12 o' clock RIO meeting room Minutes**

Present: EH, GR, KL, JR (patients) TM, SAP, (Practice representatives) Steve Mace from Healthwatch

This meeting did not follow our usual meeting format as Steve Mace from Healthwatch had been invited to this meeting as the group had expressed an interest with learning more about Healthwatch.

Steve explained that [Healthwatch Rotherham](#) had been set up by the Council as required by the Health and Social Care Act 2012. Healthwatch Rotherham is a new independent organisation which will champion the voice of the people on health and social care services.

The aim of Healthwatch is to represent the views of people who use services, carers and the public on the Health and Wellbeing boards set up by local authorities - provide a complaints advocacy service to support people who make a complaint about services - report concerns about the quality of health care to Healthwatch England, which can then recommend that the Care Quality Commission take action.

The group reviewed the 7 comments which Healthwatch had received about Clifton Medical Centre. Healthwatch's feedback includes the comments made on NHS choices.

We identified that some of the comments made were answered on the patient information leaflet which the group had designed in order to provide some general information to our patients. Healthwatch agreed to hold a small supply of these leaflets to give to our patients.

Steve explained that comments could be made and put in a comment box without any involvement with Healthwatch for example if a patient had attended a show where Healthwatch had a stall. This sometimes meant that comments were unspecific and difficult to follow up.

Sandra Poore one of the Practice Managers explained that the practice also gathers feedback from patients via their formal complaint system where patients make a written complaint, patient contact where patients ask to speak to one of the Practice Managers either in person or via the telephone and surveys where patients are randomly asked to complete a questionnaire in the waiting room or sent to their home.

Next meeting date

Those at the meeting agreed that due to summer holidays the next meeting would be held late September.