

**Bewbush Medical Centre Patient Participation Group
Minutes of Meeting held on 10/03/2014**

(Partial Minutes Only)

Action

Improving Practice Questionnaire

Members present felt that overall the practice were doing well and were sad and felt it unfair that the reception staff were given so many negative comments. The practice continues to develop the skills of reception and other staff with regular training.

It was agreed that the practice should consider ways to make conversations between receptionists and individual patients more confidential

Agreed