

# University of Reading Medical Practice

## Patient Participation Group

### Minutes of the meeting held on 24<sup>th</sup> May 2012

**Present:** Irme Rashid, Clare Cowan, Lorraine Watkinson, John Wright, Suzanne Derbyshire

**Apologies:** Sally Jones, Robert Stratton, Richard Glencross, Steph Johnson

#### 1. HIV Testing

CC explained that the Practice has been chosen by the PCT to take part in a pilot to offer all patients between the ages of 16 and 70 the opportunity to be tested for HIV on registration. The Practice is one of 6 local practices that have been selected. There are points to take into consideration regarding the acceptability and logistics of carrying out these tests. The process requires that the patient is offered the test in a face to face situation during any consultation with a doctor or nurse, the doctors and nurses are to receive training in this.

CC outlined the procedure regarding the testing. The pilot is due to start at the beginning of August for a six month period.

The concerns were discussed by those present particularly the stigma attached to the illness and whether this would possibly deter some people from registering at the practice.

CC explained that there will be publicity in the form of a poster, flyers, a slide on the waiting room display and information on the website to help people make an informed decision.

#### 2. Information on complaint handling

LW asked those present to look at the practice leaflet and business cards and requested feedback regarding the information concerning the complaints procedure.

LW explained that new patients need to be aware of the procedure and that is why it is publicised on the web, waiting room display and practice leaflet.

After discussing the literature etc it was felt that the information provided to new patients is acceptable.

#### 3. Any other Business

No other business was raised.

**Date of next meeting to be confirmed**