

SHIRES HEALTH LIAISON – PATIENT PARTICIPATION GROUP

MINUTES

Date: 16th May 2017

Chair: Kim Kirby

Present: Kim Kirby, Alan Barson, Ann Roper, Madeleine Mitchell, Barry Henderson, Zoe Tennant

1. **Apologies:** Sandra Peake, Chris Wilson
2. **Approval of minutes:** 4th April, approved by Alan Barson, seconded by Barry Henderson.
3. **Vice Chair:** Sandra Frisby has resigned from her position as vice chair, has now moved out of the area.
4. **Membership of PPG:** Janet Tait finding out about Polish patient. Ann Roper will ask at the Salvation Army. Poster agreed for waiting areas, application form agreed, confidentiality statement approved.
5. **Friends & Family Test Results:** May 2017 – 19 forms completed, 1 patient extremely unlikely to recommend the practice – main issue is appointments. 10 extremely likely to recommend the practice.
6. **Appointments:** As previously discussed the “Shirebrook Special” has been put on hold.
7. **Memory Lane Group:** This group meets once a month on the last Wednesday of the month. The group has been set up to provide support to carers of patients with dementia. The patient’s with dementia are also invited to the group. Activities are arranged for the patients with dementia and the carer has the opportunity to speak to the Psychiatric Nurse attached to the practice or the dementia support worker. The event is co-ordinated by one of our care co-ordinators. The numbers of people wishing to attend the group is increasing and we would like to find out if there are any volunteers available to support the group. Barry Henderson has previous experience with dementia groups and is willing to volunteer. Our care co-ordinator will be in touch with Barry.
8. **Practice Developments:** Clinical Pharmacist – as well as the joint bid, the practice are exploring the possibility of employing a full-time clinical pharmacist.

9. CONFIDENTIAL SESSION:

A.O.B.

- Patients waiting at 8am, there has been some “falling out” between patients about who is in what position in the queue. A suggestion was made regarding “number tickets” that are often in supermarkets. Zoe will take this back to the practice.

NEXT MEETING DATES:

**16th May 2017 27th June 2017 8th August 2017 19th September 2017
31st October 2017, 12th December 2017**