

SHIRES HEALTH LIAISON – PATIENT PARTICIPATION GROUP

MINUTES

Date: 21st February 2017

Chair: Kim Kirby

Present: Kim Kirby, Sandra Frisby, Barry Henderson, Janet Tait, Madeleine Mitchell, Zoe Tennant

1. **Apologies:** Ann Roper, Sandra Peake
 2. **Approval of minutes:** 10th January 2017– approved by Kim Kirby, seconded by Madeleine Mitchell.
 3. **Membership of PPG:** Can we recruit new members – A couple of names were given of people who may be interested. Zoe to look at putting posters in the waiting area – should be we also put something in the post?
 4. **Friends & Family Test Results:** The results of the annual friends and family test were presented to the group. 120 responses over the year 87.5% were extremely likely or likely to recommend the practice. Action points included encouraging patients to register for online access.
 5. **Practice Developments:** The practice are actively seeking to recruit an additional GP. The practice has appointed a Pharmacy Technician to help with the reconciliation of hospital letters.
- A.O.B.**
- Sports Direct and the Miners Welfare are offering English lessons.
 - Practice Development Meeting – members of the group were invited to attend this.

NEXT MEETING DATES:

4th April 2017

16th May 2017

27th June 2017

8th August 2017

19th September 2017

31st October 2017

12th December 2017