

# **SHIRES HEALTH LIAISON – PATIENT PARTICIPATION GROUP**

## **MINUTES**

**Date:** 10<sup>th</sup> January 2017

**Chair:** Kim Kirby

**Present:** Kim Kirby, Sandra Peake, Madeleine Mitchell, Zoe Tennant.

- 1. Apologies:** Sandra Frisby, Ann Roper, Chris Wilson.
- 2. Approval of minutes:** 15<sup>th</sup> November 2016. Approved by Kim, seconded by Madeleine.
- 3. Membership of PPG:** Can we recruit new members – does anyone know interested parties, can we develop a leaflet, put up posters in the surgery?
- 4. Friends & Family Test Results:** December 17 patients extremely likely to recommend the surgery, 3 patients neither likely or unlikely – some positive comments. Comments about the telephone system.
- 5. Online Access:** Government hasn't set a target, just given an indication that 10% of a practice population should have online access. I had a call from someone at Arden Gem, and they are under the impression that the government might make a target of 20% to be achieved during 2018/19.
- 6. Practice Developments:** - Karen Amies (Treatment room nurse) leaving on 13<sup>th</sup> January 2017, advert out now. GP's advert on NHS Jobs for 3 months – no applicants.
- 7. Comments on NHS Choices:** Shirebrook has 2.5 stars, Church Warsop 1.5 stars.

### **A.O.B.**

- Silver Saver – parking outside the surgery on the double yellow lines and in the GP spaces.
- Hospital at home – Kim reported that this service has ceased.
- Everybody Hurts – this is still running in Bolsover at the library..

### **NEXT MEETING DATES:**

**21<sup>st</sup> February 2017**

**4<sup>th</sup> April 2017**

**16<sup>th</sup> May 2017**