

SHIRES HEALTH LIAISON – PATIENT PARTICIPATION GROUP

MINUTES

Date: 12th April 2016

Chair: Kim Kirby

Present: Chris Wilson, Ann Roper, Sandra Peake, Zoe Tennant, Barry Henderson, Sandra Frisby, Janet Tait.

1. **Apologies:** Madeline Mitchell
2. **Approval of Minutes 1st March 2016** – approved by Sandra Frisby, seconded by Kim Kirby.
No matters arising from minutes of the last meeting.
3. **Welcome to new member of the PPG** – Janet Tait. Janet is a member of Shirebrook Town Council and a school governor.
4. **Election of Chair and Vice Chair:** Kim Kirby was elected as the Chair and Kim nominated Sandra Frisby as the Vice Chair – seconded by Ann Roper.
5. **Friends & Family Test Results:** A report detailing the results of the last year was available for the members. 88.42% of patients would be extremely likely or likely to recommend the practice to their friends or family members. Excellent results for the year.
6. **Patient Questionnaire Results:** The results were not discussed – members to look at the results and feedback at the next meeting.
7. **CQC Visit Feedback:** The practice felt the visit went well. Zoe thanked the three members of the PPG for their support at the visit (Kim Kirby, Ann Roper and Sandra Frisby). The PPG members answered questions that were asked and explained the dynamics of the PPG and how it works in relation to the practice.
8. **A.O.B.**
 - a. **Credit Union** – the credit union is no longer in Shirebrook for collection of monies. These can be paid in via the Council Office.
 - b. **Patient Information Screen - HSCIC IT** – has found funding to enable each practice to have one patient information screen in 2016/17. The call board in the upstairs waiting room is broken, but the practice may move the one from downstairs up, and have the new screen in the larger waiting area. The screen is to be provided by NUMED.

NEXT MEETING DATES:

Tuesday 24th May 2016

Tuesday 12th July 2016

Tuesday 23rd August 2016

Tuesday 4th October 2016

Tuesday 15th November 2016

