

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

## **MINUTES**

**Date:** 12<sup>th</sup> December 2017

**Chair:** Kim Kirby

**Present:** Kim Kirby, Sandra Peake, Ann Roper, Zoe Tennant.

1. **Apologies:** Madeleine Mitchell, Carol Miskelly, Glynn Brown and Chris Wilson
2. **Approval of minutes:** 31<sup>st</sup> October 2017. Approved by Sandra Peake and Zoe Tennant
3. **Membership** – Patrick Hanrahan and Lesley Morton may be interested in joining the PPG. Zoe will invite them to the next meeting.
4. **Friends & Family Test Results:** November – 28 responses 11 extremely likely, 12 likely, 1 neither likely or unlikely, 1 unlikely, 2 extremely unlikely, 1 don't know. Various comments.
5. **NHS Choices:** NHS Choices website accessed by Zoe and comments show to the members of the group present.
6. **Healthwatch Comments:** - A number of comments were made at a meeting of the Shirebrook Breathe East Group. Information given to members of the PPG present. The practice would be unable to give special access to appointments for anyone with a long-term condition, this would mean that over half of the practice population would have special access due to the number of patients with longterm conditions, ie diabetes, copd, asthma etc.
7. **Practice Update:**
  - a. Call queuing system installed yesterday (11.12.17.), unfortunately whilst this was being installed there was a separate problem with the phone system due to a BT fault. Patients were unable to get through to the surgery for a short while. A divert was put on the system, but this was limited to one incoming call at a time.
  - b. Polish Receptionist – receptionist left suddenly at the end of November.
  - c. Clinical Pharmacist – appointed a clinical pharmacist who will be starting work in February. The practice also has a shared clinical pharmacist (shared with Staffa Health) starting at the beginning of January.
  - d. Practice Nurse – interviewed and appointed a nurse, has some experience, but will need further training.
  - e. Online access: Practice currently has 5% (811) of the population with online access. NHSE are looking for practices to have 10% in 2017/18, and aiming for 20% in 2018/19.
8. **Confidential Session:** No discussion.