

# SHIRES HEALTH LIAISON – PATIENT PARTICIPATION GROUP

## MINUTES

**Date:** 15<sup>th</sup> September 2015

**Chair:** Alan Barson

**Present:** Alan Barson, Kim Kirby, Sandra Peake, Sandra Frisby, Barry Henderson, Keeley Howson, Zoe Tennant

**1. Apologies:** Ann Roper, Sam Jones

**2. Approval of Minutes 9<sup>th</sup> June 2015** – approved by Kim Kirby, seconded by Sandra Frisby. Barry Henderson has discussed with the Janet – Co-Ordinator for the Alzheimer’s Society the possibility of undertaking other activities at the dementia café. The local council have been approached regarding funding for transport.

**3. Welcome to new member:**

The PPG welcomed Keeley Howson – new member to the group. Keeley has a wealth of experience of working with younger people.

**4. Friends & Family Test – Results -** Mostly good results – extremely likely or likely to recommend the surgery to friends and family. This is undertaken every month.

**5. A.O.B.**

CQC are visiting practices within our CCG. Discussed with the group what to expect from a CCQ visit and asked that a member of the PPG be present at the visit.

Keeley Howson – informed the group of her upcoming work with young people. She will be running a “feel good” session, over 10 weeks for young people. Anyone can refer in, once referred Keeley undertakes to meet the young person individually, prior to starting the 10 week session.

Electronic Prescribing – the practice went “live” on the 29<sup>th</sup> September. Change over went smoothly, although it appears that the majority of patients cannot remember signing up with a pharmacy for EPS.

House of Care – The practice are working with the British Heart Foundation to look at a different way of consulting with patients with a cardiovascular problem for the annual health check. Zoe will update the group after the initial training on the 16<sup>th</sup> October.

DNAs (Did not attend) – the number of “DNAs” for GP appointments has decreased, however, the number of DNAs for the nursing staff continues to be quite high. Patients are commenting on the notice boards in the surgery that detail the number of DNAs and telephone calls through to the surgery.

**NEXT MEETING DATES:**

Tuesday 27<sup>th</sup> October 2015

Tuesday 8<sup>th</sup> December 2015

Tuesday 19<sup>th</sup> January 2016