

SHIRES HEALTH LIAISON – PATIENT PARTICIPATION GROUP

MINUTES

Date: 21st April 2015

Chair: Alan Barson

Present: Alan Barson, Kim Kirby, Samantha Jones, Sandra Frisby, Barry Henderson, Sandra Peake, Zoe Tennant.

- 1. Apologies:** Apologies were received from Ann Roper.
- 2. Approval of Minutes 10th March 2015** – The minutes were agreed as a true record by Alan Barson and seconded by Kim Kirby.
- 3. Friends and Family Test Results – March 2015:** Good results, most patients ticked extremely likely to recommend the practice to their family and friends. .
- 4. Reception Alterations:** The reception area will shortly have a privacy screen built between the front of the reception and the back. This will help with patient confidentiality.
- 5. Price Waterhouse Cooper:** The practice are working with PWC as part of the Prime Ministers Challenge Fund, to particularly look at patient access and increasing staff morale.
- 6. Email from Sue Higginson – Engagement and Consultation Manager – NHS Arden Gem:** Sue has asked if practices would be interested in her coming out to speak about the Hardwick Patients Network Group. – Zoe to invite Sue to a PPG meeting.
- 7. Everybody Hurts:** A new support group for family members who have suffered physical/mental abuse from member of their own family.
- 8. Letter from Keeley Howson regarding membership of the group:** Zoe to write to Keeley and ask if she would like to attend a PPG meeting.

NEXT MEETING DATES:

Tuesday 9th June at 6pm
Tuesday 21st July at 6pm