

## HERRINGTON MEDICAL CENTRE

### PATIENT PARTICIPATION GROUP

MINUTES OF MEETING HELD 13<sup>th</sup> NOVEMBER 2017 @ 5PM

Present:      Lorraine Corkain                      Ivy Greenwell                      George Lomas  
                  Norma Bright                              George Bedell                      Keith Herbert  
                  Bill Weatherspoon                      Derek Moss

Apologies:    Dr K Birrell

1.    Apologies      Received as above.
2.    Minutes of previous meeting 21.8.017  
The minutes were agreed as a true record.
3.    Family & Friends Test  
Lorraine gave out the results of the F&F survey's carried out in August, September, October 2017.
4.    Premises:  
We have 3 bids in and are currently going through them. The practice is in the process of purchasing the piece of land at the front of the building with the aim of landscaping it.
5.    Patient Survey 2018:  
Lorraine gave out the patient survey which was used in January 2017 along with a request for each member to read through it and advise if they have any amendments for suggestion (by the end of December please).
6.    AOB:
  - Update on practice staff: Dr Walker is currently on maternity leave. We will be interviewing shortly for a new Medical Receptionist, along with an additional Practice Nurse.
  - Extended Access: is now up and running in the Coalfields. This is a GP/Nurse clinic with same-day appointments bookable through the practice, and will be available after practices close at 6pm for a couple of hours.
  - Text Messaging: the practice has started its text messaging service, with early signs being good and patients using it to let us know if they cannot attend appointments.
7.    Next meeting: Monday 19<sup>th</sup> February 2018 @ 5pm. Any agenda items to be with Lorraine by 12<sup>th</sup> February 2018 please.