



MINUTES OF RAINWORTH SURGERY
PATIENT PARTICIPATION GROUP MEETING (PIP)

Thursday 7 July 2016 at 2.30 pm

Attendance

Staff: Julie Moyes (Practice Manager), Cheryl (Administration Manager)

Patients: Yvonne, Lynn, Geoff, Emma, Edith, Rayna

- 1) Apologies: Lynn, Val, Joan, Sharon Ridgwell (Location Manager)

- 2) Minutes of Previous Meeting
Were accepted as a true record and it was agreed to place them on the web site for patients to read.

- 3) Matters Arising
Rayna's husband had visited the surgery to test and enable staff to be trained in the use of the loop system for people wearing hearing aids. This was very successful.

- 4) Friends and Family
Due to concerted efforts by surgery staff numbers taking part in this were much better in June, they had been asked at the counter and on the telephone. Out of 51 responses there were 22 Extremely Likely, 21 Very Likely, 4 Unlikely and 4 Neither Likely nor Unlikely to recommend the Surgery to Family or Friends. Yvonne wanted to know if any reason was given on the unlikely respondents as to why they answered this and whether anything could be learned/changed. Julie will check the questionnaires.

- 5) Practice Manager
As from 1 July 2016 Rainworth Practice is independent of Sherwood Medical Partnership – the proposed merger did not take place. Discussions are in hand at Rainworth to define job descriptions and management roles within the practice following the changes of the recent months. A new nurse will be starting in August; she will be working full time.

- 6) Website
The new website is almost ready and will be managed by Cheryl together with Dr. Bartholomeuz.

- 9) Any Other Business
We have received an enquiry from a patient who is interested in joining us. Yvonne will contact her and invite her to the next meeting.

Next Meeting Wednesday 31 August 2016 at 2.30 pm