**Friarwood Surgery P.P.G. Meeting 24th February 2015**

**Present:** Kevin Duggan- (Practice Manager), Dr Linda Dale (G.P). John Nye (Chair) Brian Chappell, Lynda Bowker, Mike Skidmore, Mandy McKee, Betty Bridden, Ann Jones, Janet Hardisty, Ian Brown, Sonia Atkin, Chris Clarke & Karen Mitchell (Carers Wakefield)

**Apologies:** Gordon Mullis, Colin Hardwicke

1. **Introduction –** Chair thanked all for attending and asked if the group could go introduce to our guest speakers.
2. **Carers Wakefield –** JN introduced guest speakers Chris Clarke & Karen Mitchell from Carer Wakefield. CC gave some background information on the organisation (i.e. formed 22yrs ago, have a database of local carers, up- scaled service in 2009 to support 13 integrated networks, now changed again to support the 7 local CCG network groups). They have also recently moved into the newly developed health & social care ‘hubs’ in Hemsworth, Castleford & Wakefield. The service offers information and advice to all carers and supports emotional and physical needs of ordinary people who happen to be carers. They also provide support groups and newsletters for all carers. CC mentioned that they have done lots of work with GP practices to try to improve referrals to the service via the pink cards handed out by reception staff. BC asked about the age criteria and CC answered that the younger carers are currently supported by Barnado’s (up to 18yrs). Karen explained her role as a support worker and the local area’s she covered, and talked about how referrals are followed up very quickly by the service with possible home visits if needed. KM said that she often spends time with people just unpicking their problems and getting them the help they need (like obtaining a GP appointment at Friarwood for a patient who had not made contact for clinical needs for a long time). KM also commented about being based in the Castleford Hub had improved communication with other social need services and that this was a potentially exciting improvement to their service.

IB asked what how the service would cope if demand for their service out stretched their funding, CC answered that although there were up to 35k carers in Wakefield alone that they did not all access the service all of the time so they can cope at the present time. IB commented that the services within the hubs should be publicised more so that everybody know how to access this, KD commented that our local hub had only just formed and GP practices were only engaged last month so this would take time to bed in and be utilised in the right way.

1. **Previous minutes** - JN asked the group if they had read the January meeting minutes. The minutes were approved by the group. Picking up on the any other business element of the minutes, IB mentioned that he had approached the Healthwatch service about a volunteer job role and gave feedback on what they were looking for. IB described the role as being about interviewing patients after they have been in hospital to share their experience
2. **Practice Updates –** KD in formed the group the practice had employed two new receptionists (Alison Firth & Carol Skardon) and both were in training to get up to speed with the job role. KD commented that the reception manager had suggested asking if any of the PPG would like to ‘sit in’ as observers behind reception for a few hours to see the range of work they actually do?

KD also gave an update on the number of DNAs the practice experienced in Dec 14 (352) and Jan 15 (345). KD also fed back on the total numbers of appointments available in the preceding months; a staggering 8815 appointments were available in December and 8853 in January. KD did point out that this was for every service the practice offers not just GP or nurse appointments.

KD gave feedback on the usage of the 24hr phone line (445 & 562 appointments booked in Dec/Jan) and the online system (542 & 606 appointments booked in Dec/Jan). KD also commented that over 1400 SMS (text) reminders for appointments had been sent out in the same months

KD mentioned to the group the end of year PPG reporting template and that he was intending to send out letters to all our registered carers to ask how they access our services and possibly invite them to the next PPG meeting to come and tell us what they think.

1. **Network Meeting** - JN gave feedback on the last network meeting and started by showing the group a pipe cleaner model (which represented a patient in a wheel chair) which our nurse Michelle had made (at a Nurse task group meeting) to show her vision of future health care. Michelle has clinically supported JN and he applauded her patient focused vision. JN also praised the Audiology (Novus) service that runs from Friarwood and recommended it to our patients. JN went to talk about the shared learning that was happening at the network meetings and commented that he always tries to share and promote the good things we are doing as a surgery. JN also mentioned that the meeting was shown a out patients appointment system presentation
2. **Any other business –** nothing was discussed here.

The next meeting will be on Tuesday 31st March 2015.