**Friarwood Surgery P.P.G. Meeting 31st March 2015**

**Present:** Kevin Duggan- (Practice Manager), Dr Linda Dale (G.P). John Nye (Chair) Brian Chappell, Betty Bridden, Janet Hardisty, Barbara Brown, Ian Brown, Sonia Atkin, Ian Thompson, Jeff Allinson

**Apologies:** Gordon Mullis

1. **Introduction –** Chair thanked all for attending.
2. **Previous minutes** - JN asked the group if they had read the February meeting minutes. The minutes were approved by the group.
3. **Practice Updates –** KD in formed the group that the practice PPG template had been completed and signed off by JN. KD talked through the completed template and informed the group that it had been posted on the website for anybody to view (including NHS England who will check it).

KD mentioned to the group that we have a new HCA (Amanda Clark) who is getting up to speed on her role but already came with skills around Phlebotomy and ECGs. JN commented that the practice has a new GP registrar (Dr Robertson, trainee GP) and that he would thoroughly recommend him. KD went on to say that the practice was committed to providing training for registrars, medical students and trainee nurses in the expectation that some of these young clinicians will want to work with the practice when they graduate as recruitment is a real problem within primary care at the moment.

1. **Network Meeting** - JN & BB gave feedback on the last network meeting including information from MYHT that they were answering calls more quickly and that their appointments system was now working well. JN also mentioned that SWYMHT were holding two workshops for next steps. JN mentioned asking if the Crisis team would be willing to come along to talk to the PPG? Mental Health provision were debated and LD commented that voluntary services were helpful for low level help but it was difficult to access services for patients who are acutely ill (long waiting lists). JN went on to discuss the Castleford Hub and mentioned talks with Rob Hurran about the current Pontefract Hub. JN also informed the group about his complaint about the current provision of chiropody services to local people. JN is challenging the commissioned model of care and his concerns are being supported by the PALS service.

1. **Any other business –** IB mentioned his voluntary role with Healthwatch which included interviewing patients who had recently been in hospital what their views were on the treatment they received (set of 22 questions). Over 2000 patients were to be targeted for the interviews. IB also mentioned that we were still struggling what the group could spend the £500 Dementia grant on if applied for? BB wanted to inform the group the cost of phone calls to MYHT and revealed that the 0844 number is charged at 5p/min but the local 01924 number is charged at 9p/min? KD commented that Friarwood returned to a local number over 18 months ago to make the phone service more patient friendly.

The next meeting will be on Tuesday 28th April 2015.