

Friarwood Surgery P.P.G. Meeting 28th October 2014

Present: Kevin Duggan- (Practice Manager), Dr Linda Dale (G.P). John Nye (Chair) Brian Chappell, Lynda Bowker, Sonia Atkin, Gordon Mullis, Janet Hardisty, Betty Bridden, Mike Skidmore, Joanne Lyons & Susan Oldfield (Pontefract & District Live at Home)

Apologies: Ann Jones, Anne Tollick.

- 1. Introduction** – Chair thanked all for attending and welcomed our guest speakers from Pontefract & District Live at Home.
- 2. Pontefract & District Live at Home:** JL gave the group a background to the service, established 1998 and servicing all local areas (i.e. such as Castleford, Knottingley, Normanton etc.). JL outlined the principles of the service ‘to enhance old people’s lives and empower them to make informed choices’. JL described the people involved in delivering the service which is made up of a manager, an assistant and about 50 volunteers. The service currently has about 230 members using one or more of the services. Activities include a Monday Arts & Crafts workshop at Pontefract library with 20-25 members, group meals served at Micklegate church, a Wednesday lunch club at Ferrybridge, a Thursday exercise club (EXTEND) at the Barracks. JL also described a befriending service where volunteers visit members to take them out to the shops etc. and a telebuddy service where members are phoned on a daily basis just to make sure everything is ok. They also have user led telebuddy service where members get a phone call and then pass on the call (user chain). Actions are taken if the chain is broken by a member not responding. JL described how referrals are made to the service from various agencies such as Age UK, H&WB workers & social services. SO gave a detailed description of the benefits of the EXTEND exercise service.
- 3. Minutes of last meeting.** JN asked if anybody had any matters arising, none were recorded so the minutes were asked to be approved and seconded by the group.
- 4. Updates from Surgery:** KD asked the group if they had seen the photo in the local paper of Yvette Cooper supporting the Wakefield LMC’s campaign against cuts to in funding to local PMS practices. KD thanked all the PPG members for making a real effort to get the message over to local MPs and the general public. KD mentioned the petition now available in all Wakefield practices and urged members to get as many local people as possible to support it.

KD also told the group that the practice had now enabled the clinical system to allow patients to view online their summary care records. To do this patient's will have to request a logon and automatically generated password to be able to view them.

KD also mentioned that the Friends & Family Test becomes available from December and that we could discuss this in detail at the November meeting.

JN gave some feedback that patients are still not happy how fast phones are being answered, KD answered that demand on receptionists is very varied and they can easily be tied up with complicated patient enquiries and prescription requests which restricts their ability to answer the phones. JN asked if KD could do an audit on the phone system to see what the average time it takes to answer the phone, KD to bring to the next meeting.

5. **Feedback from Our Street, Your Street event:** JN & BB gave feedback on the event describing the passionate talks from CCG members of why they come to work to make a difference to the care of patients. JN spoke of a speaker who talked about Dementia services and the changes we need to make improve people's lives. JN talked about table top exercises that asked if the CCG had got the proposed local priorities right and how the general public were filmed in Wakefield town centre being asked if they were happy with the local NHS services, the vast majority were!
6. **Any other business:** Nothing was discussed in this section. JN informed the group that he had invited the H& WB workers to come and give a talk on Dementia for the next meeting.

The next meeting will be on 25th November 2014.