

# **Friarwood Surgery P.P.G. meeting**

**27<sup>th</sup> May 2014**

**Present:** Kevin Duggan – Practice Manager, Dr. Liz de Dombal GP, Patients: Ann Jones, John Nye, Anne Tollick, Betty Bridden, Ann Hill, Sonia Atkin, Jeff Allinson, Gordon Mullis, Brian Chappell, Ian Thompson.

**Apologies:** Janet Hardisty.

**Minutes:** Gordon Raised points regarding the new telephone system. The receptionists were praised for explaining to a patient in detail as to how the system works. John had a problem on the system with clinician call back.

Overall there have been complaints from some patients. It is mainly the more senior patients who don't like change and new systems. It is hoped that it will just be a learning curve for all patients.

The minutes were passed by Gordon and Jeff.

**Updates:** The car park barriers have been broken again. CCTV was raised as a possible solution but this is obviously costly.

Partner Dr Meredith is leaving at the end of June. She will be replaced as soon as possible.

**Your GP Cares:** Kevin brought up the campaigns organised by the BMA/RCGP and requested that we support the campaign. In primary care the money from the government is reducing.

**Year End Action Plan:** A discussion was held as to whether we should continue the surveys or hold an open morning. Kevin also suggested we incorporated the national survey.

**Surprise Item:** This did not occur but the clinical talks will start next month.

**Any Other Business:** Kevin has composed a letter to go out to DNA's. He has found that patients are making appointments on the new system and not cancelling them. The letter will be sent out to them. Ann H. suggested showing the DNA's as a percentage rather than a number.

Gordon asked if we could have another - meet the staff- event. Kevin will look into this. He also asked if the Care Data form had been amended. Gordon asked if the home visits were increasing. Dr de Dombal stated that Friarwood does more home visits than other practices and this may put recruiting new GPs off. Kevin is going to see if the Nurse Practitioners could do some outside visits. It is also hoped that Care Closer to Home will help alleviate this problem.

**Next meeting:** 24<sup>th</sup> June 2014 at 6.30pm.

Helen Childs will be attending to talk about Care Closer to Home.

Kevin will invite the admin apprentice Jack Richardson to the meeting