

## **Friarwood PPG Meeting (21<sup>st</sup> February 2012)**

**Present:** Kevin Duggan – Practice Manager, Liz de Dombal ( G.P.), Jeff Allinson, Brian Chappell, Janet Hardisty, Betty Bridden, Ann Jones, John Nye, Gordon Mullis

**Apologies:** Anne Tollick, Kath Evans.

Minutes of the last meeting were approved.

Gordon Mullis was chair for the meeting.

**Car Parking:** Shortly after the code for the car park was changed, the barrier was damaged resulting in a £650 repair bill. Brian asked if the improvements discussed at the last meeting were to be implemented. Kevin pointed out that the car park has proved costly so far and that no further expense could be justified at present. Patients appear to be having problems entering the code on the pad but it was thought that over time they would get used to the system.

**DNA's:** Last month there had been fewer, however at just over 350 the numbers are still high. John Nye will be discussing this at the Patient Group meeting for Wakefield on the 14<sup>th</sup> March. Hopefully there will be feedback from other groups which John can relay to us.

**N.H.S:** Worries were expressed concerning the Wakefield Alliance and outsourcing. The G.P. committee are keeping an eye on this to retain it within the NHS.

**Ultra Sound Service:** On discussion it was thought that patients would only realise this service was available after they had been referred to it. It was felt to be a valuable asset to the surgery and should be mentioned as a positive for the practice.

**Care Plans:** these are solely to be a guide to help patients understand their illness. It is to give them an insight to enable self help. The surgery is looking at drawing up a simplified form.

**Newsletter:** Only John has sent an article through. Kevin impressed on the group that it is up to them to write the newsletter.

**Practice Updates:** Kevin was pleased to report that Dr. Rothwell has settled in really well. More money is to be made available from the consortia in April. This will enable the surgery to get a locum in for two days a week. The money is to be based on reduction of 8% A+E attendances and 5% emergency referrals.

**Appointments:** Kevin gave the PPG a hand out detailing the appointment system and this was discussed at length. It was felt that it would be good for patients to see a copy of this. He stated that unlike most surgeries Friarwood always tries to fit patients in on the day they ask for. This can be extremely difficult given the number of patients requiring appointments. The surgery is very conscious of continuity of patient care. Friarwood has the largest group of elderly patients within a surgery for the whole of Wakefield. Many of these patients always want to see the same doctor every time they attend. It was felt that reception are not always pointing out that there might be a nurse practitioner with appointments available. Kevin is holding a staff training afternoon regarding customer care skills.

An arrangement has been made with PGI that patients who go to A+E with non-essential complaints will be sent to the practice. These people will get an appointment. This is an arrangement in the hope of reducing A+E attendance and therefore reducing costs to the practice.

***The PPG were given an analysis showing the results of the Friarwood Surgery Patient Survey. We were asked for our comments regarding the results and any key areas of concern that we felt needed to be worked on in an Action Plan. A number of issues were agreed but a meeting will be held on Tuesday 28th February at 2pm to discuss this further.***

**Other Business:** Jeff Allinson asked about the take up of the bowel cancer screening campaign. Kevin said he had asked the doctors but they had only had two requests.

Brian Chappell asked about the future population rise in Pontefract and wanted to know if the practice was prepared for this. It was stated that this is as yet an unknown factor but any decision with regard to future funding would be from the PCT. He also asked about the new consortia. Kevin explained about clusters and commissioning.

John Nye expressed his concerns with regard to the phlebotomist and the experiences he had had. Ann Jones also explained her experience as did Janet Hardisty who now wants her blood to be taken by the nurse. Brian Chappell who only last week had had problems stated his concerns. Kevin was concerned about this as he had a similar complaint from a patient a few weeks ago. KD to look into this.

The next PPG meeting will be on Tuesday March 20<sup>th</sup> at 6.30pm.