

Friarwood PPG Meeting Minutes

31st July 2012

Present: Kevin Duggan – Practice Manager, Liz de Dombal (G.P.),Kath Evans (chair) Lynda Bowker, Betty Bridden, Janet Hardisty, Gordon Mullis, Anne Tollick, Ann Jones, John Nye, Jeff Allinson, Madeleine Wainman, Ian Thompson, Paul Windeatt.

Apologies: Brian Chappell, Gerry Delaney

Minutes of the last meeting were approved.

Kath Evans chaired the meeting.

Matters arising from chiropody:

John Nye raised concerns regarding the traffic light system of the community podiatry service which is enforcing strict criteria guidelines and is discharging patients who previously had received care at Friarwood.

Up until the end of May 2012 Friarwood Surgery was the only surgery in the Wakefield district to have its own chiropody/podiatry clinic, which meant it had a unique bespoke service and all patients with chiropody and podiatry needs were seen. The contract and money to support the service now has been withdrawn by the PCT and therefore the surgery is no longer able to provide this service.

In light of the new commissioning world the 40 practices within the Wakefield district will be equally served by the Community Podiatry Service which works to a more rigid clinical criteria (which excludes social nail care) and will only treat patients that meet this criteria. So if your doctor thinks there is a real clinical need you will now be referred to Community Podiatry Service, the nearest being at the Trinity Street Clinic Pontefract.

John expressed concerns regarding diabetics patients who may fall outside the clinics remit. Unfortunately commissioning has moved on and money to fund services is going to be strictly prioritised in the future. If there are concerns about the clinic then patients should express their concerns to the local PCT.

Ophthalmology:

1. P.G .I. There is to be a public meeting regarding consultation about moving some ophthalmology, orthopaedics and neurological services to the hospital.

2. A Community Ophthalmology service is to be launched. Friarwood did offer to host this new service but was not successful and hence it will be delivered at Ash Grove surgery Knottingley, The Grange Hemsworth and at the Lupset in Wakefield.

GP consultations: The choice of having a telephone consultation with a doctor is to be added to the telephone options.

D.N.A's: The number of DNA's is still unacceptable. KD is to look at trialling a system whereby persistent DNA's are not given a definite timed appointment but are invited to attend the surgery and wait between certain times as though they were an extra. KD is also looking into setting up a system whereby patients could cancel appointments by text.

PPG group Wakefield: A member of Clinical Commissioning Group (CCG) board is still willing to attend and Kevin is to arrange when this will happen. John Nye asked about patient members on the CCG and found that there is one who is the chairman of LINK.

Phlebotomy: This still seems to be causing problems but as yet no solution has been proffered. Should there be a protocol in place for dealing with patients should their slips be mislaid?

Cookies: Information concerning these along with a disclaimer is now on the website.

Exercise prescription: Information regarding this is to be included in the Autumn newsletter. Anne asked about Tai Chi well known exercises for the older generation and less able.

Hospital Letters: this is not something that the surgery has influence over.

Patient Survey: This will be an annual occurrence. It was decided to go with a tick box questionnaire to enable the patients to answer the questions quickly and easily. It was decided to include questions about telephone booking.

Autumn Newsletter: Articles are needed within the next three weeks. The newsletter will then be discussed at the next meeting.

Pontefract Hospital A&E: There have been only three referable appointments in the last month. They are not using the dedicated phone line which they asked for.

Any Other Business: KD let us know that money could (on application) be available for a surgery upgrade. He suggested a new automatic entrance door. This was thought to be a good idea.

Lynda pointed out that the upholstery could do with a clean and Ann mentioned the carpet could also be cleaned. Kevin said that he would also apply to the PCT for money to be used for the refurbishment of the fixed seating (covering with hygienic washable vinyl).

Ann also mentioned that perhaps a bookcase or shelves could be set out for the books and colouring for the children – as at present but with leaflets on the top shelf relating to issues that mothers could encounter i.e. post natal depression, abuse etc.

Kevin said that the surgery is sad to announce that they will be losing Dr Lannon and Dr Rothwell at the end of August. Also Dr Slack is going part time. The PPG members wished to thank the Doctors for all their hard work and to wish them well in the future.

Next Meeting: Tuesday August 28th at 6.30pm

Kath Evans and Paul Windeatt have already sent their apologies.

Kevin – Will this paragraph do as a contribution to the newsletter?

Until 2012 Friarwood Surgery was the only surgery in Wakefield to have its own podiatry clinic. This meant that all patients with chiropody and podiatry needs were seen. The money now has been withdrawn and therefore the surgery is no longer able to provide this service. Now the forty practices have all been amalgamated. The Community Service works to set criteria and will work to critical need. Your doctor will now refer you to Trinity Street Clinic Pontefract.

I had a think about a basic slip which could be given to DNA's. I based this on a reading age of under 12.

I wrote this as to be nonconfrontational and to convey the message. I have deliberately kept the information to a minimum and used a bullet point type of style which hopefully appeals to their better nature.

I will understand if isn't useful but just thought I would try to help!

Cheers Ann.

Can you help?

Do you phone for a doctor and not turn up?

If so can you please ring up and say

“Can't get there”

This helps us.

Thanks.

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