

Friarwood PPG meeting 13/12/11

Present: Kevin Duggan (Practice Manager), Liz de Dombal (GP), Janet Hardisty, Brian Chappell, Gordon Mullis, John Nye, Anne Tollick.

Apologies: Linda Bowker, Ann Jones, Kath Evans

Minutes

- Kevin (KD) acted as Chair in Kath's absence and welcomed everyone. The group introduced themselves in turn as we had a new member in attendance (Brian C).
- **Memory Clinic** - The pilot service has proved to be a success and is to continue for a further 3 months
- **Lowered reception area** - KD has yet to obtain a disabled sign for this area.
- **Mapping Communities** – KD has contacted the New College in Pontefract to ask if any of their student's executive would be interested in either becoming virtual members of our PPG or alternatively giving us their views on how our surgery delivers its services to young people. As yet there has been no response from the New College but KD will contact them again to see if any progress can be made. John (JN) has attended the PPG network meeting at the PCT headquarters (White Rose House) where a community development officer (CDO) explained about using Participatory Appraisal as a way of communicating with young people. It was suggested that the CDO came along to a PPG meeting to see if they could help us attract some younger people's views.

- **The Patient Survey** – This has now been completed and KD thanked everybody who took part in seeking the views of patients. The results will be analysed and brought back to the next couple of meetings to discuss priority areas to be included in the required action plan.

- **Car Parking** – KD told the group that out of the 200 tokens he had purchased for the patient car parking barriers 3 months ago there were only around 30 left as they are for some reason not being returned? KD explained that this cannot continue so in the New Year the token system on the barriers will be replaced by a number keypad that will require the patient visiting the surgery to collect a unique code from reception to be able to exit the car park.

The Group also had a discussion about patients illegally parking in front of the Practice but no solutions to this could be offered.

- **DNA's** – KD has previously mentioned that on average over 400 slots per month are wasted by patients who do not attend booked appointments. Letters have been sent out to a number of patients who continue to miss appointments without any explanation or attempt to cancel. This will be monitored closely by the Practice as wasted appointments make it harder for genuinely ill patients to get see a GP in a timely manner. KD will be attending a joint practice meeting in January to discuss ways of reducing DNA's and this would be a future PPG agenda item to discuss.

- **Practice Updates.** The new ultra sound service is now up and running every Weds (subject to referrals). Janet (JH) voiced her concerns about its provision by a private company but KD explained that it was part of national DOH policy to move services out into the community where they can be delivered more cost effectively and more conveniently for patients. KD

also reassured JH that no contract had been signed with the providers and the service could be stopped at any time.

KD agreed to give a talk to the group on GP funding and the new ways of commissioning that will be introduced next year.

KD announced that one of the salaried GPs (Dr Cherian) was leaving the practice at the end of December 2011 and that interviews are being held to find a replacement.

JN gave feedback on the announcement that from 2012/13 patients will be able to access services of the NHS cluster (Calderdale, Kirklees and Wakefield) thus will be able to access the best provider for themselves.

The group thanked KD for the mince pies and Christmas cheers

- Meeting was closed at approximately 8.15.

The next meeting for the group was scheduled for Tuesday 17th January 2012 6.30-8pm.

Subjects for next meeting include:

- How to revamp the display board
- Any contributions for the Spring newsletter
- Virtual group- how to increase the numbers and mix of the membership.