

Friarwood PPG meeting 13/9/11

Present: Kevin Duggan (Practice Manager), Liz de Dombal (GP), Gisela Clark (PCT), John Nye, Lynda Bowker, Gerry Delaney, Anne Tollick, Kath Evans, Gordon Mullis

Apologies: Janet Hardisty, Anne Jones

Minutes

- Everybody re introduced themselves in turn and welcomed one new members to the group (Gordon Mullis).
- The PPG chair Kath Evans (KE) started the meeting by going through the minutes off the August meeting. A number of matters arising were discussed including promotional material from Carers Wakefield that needs to be chased up. KE asked if any of the group would like to take up the secretary's role but all were too busy at the present so Kevin (KD) will carry on for now. Anne (AT) was happy to co-produce the newsletter with help from Anne Jones (AJ).
- A draft newsletter was distributed by Anne (AT) for the group to comment on, a few changes were suggested and Gisela (GC) offered to make the changes and e-mail back. AT asked if other group members would help update the notice board and Gerry (GD) offered to help put some items that had been produced on the board.
- KD was asked to update the group on any Practice developments. KD informed the group of the installation of two new local phone line that patients could now use to contact the Surgery (01977 797078), but patients need to be aware that there is no queuing facility on the new lines and that they may ring engaged at peak call times. KD explained that he new lines are not a replacement for the current 0844 number but would sit side by side and would help compliment the service.
- Gordon (GM) asked why the Practice had not just completely replaced the 0844 number but KD explained that Surgery was contracted for the next 2 to 3 years which would be hugely expensive to exit.
- GM thought that this change would confuse patients but KD explained that we are only trying to give patients a choice of how they phoned in. KD also stated that he would do everything possible to publicise the new lines (and their limitations) via posters, rolling screen, website, message on 0844 line and attached to repeat prescriptions.

- KD also informed the group that building work was almost completed on converting the ladies toilet into a new disabled toilet and the lowering of the reception counter (in one section) so wheelchair bound patients can access reception staff more easily. KD also mentioned that the practice were in negotiations to provide a card reader so that any patient fee's received (such as travel injections etc) could be processed by debit card.
- KE asked the group if they had looked at the Friarwood Surgery website as it did provide patients with alternative ways to interacting with the Practice (i.e. booking appointments & ordering repeat prescriptions). KE mentioned that it also provided a SMS (mobile phone text) service where patients could be texted to remind them of their booked appointments and asked KD if it was utilised. KD answered that it was used for specific services but it could be rolled out so that all patient appointments (where we have a mobile number) could receive a reminder.
- KE asked the group who have access to the Internet to have a look at the website so it could be a subject of discussion at the next PPG meeting.
- GC informed the group that PCT organises a PPG Network meeting for all practices and the next meeting was on the 21st September (10am-12) at White Rose House (PCT headquarters) in Wakefield. John (JN) was attending on behalf of the Friarwood PPG but other members were asked if they were interested in attending.
- **ANY OTHER BUSINESS**
- Ann (AT) asked about a situation where the Lloyds pharmacy next to the Surgery dispensed a generic drug instead of the named one on the prescription and asked if this was done with our permission? KD will investigate this and report back for the next meeting.
- **The next meeting for the group was scheduled for Tuesday 18th October 6.30-8pm.**
- Meeting was closed just after 8pm.