

Friarwood PPG meeting 15/11/11

Present: Kevin Duggan (Practice Manager), L. Dale (GP), Kath Evans (chair), Janet Hardisty, Ann Jones, Gordon Mullis, John Nye, Anne Tollick.

Apologies: Linda Bowker.

Minutes

- Chair welcomed everyone and the group introduced themselves in turn.

- **Memory Clinic** - a question was asked as to whether there were enough referrals to keep the clinic viable. As the clinic is a pilot scheme then it will be operational for the foreseeable future. Numbers are increasing through appointments. Kevin is to look at the balance between the open clinic and appointments. The Doctors are more aware of the service and therefore are making more referrals.

- **Lowered reception area.** There has been inappropriate use of this area. Kevin to obtain a disabled sign to indicate that its use is for disabled wheelchair users only.

- **Telephone.** People are aware of the new number and are pleased with it and are making use of it.

- **Electronic Prescription Scheme.** This should start in the New Year. However as there are no details so far Kevin suggested that this should be discussed at a

later date when more information would hopefully be forthcoming.

- **Mapping Communities.** As yet there has been no response from Kings School. New College has yet to be contacted. Two members of the UKYP suggested contact could be made through school assemblies which John Nye and Gordon Mullis indicated they would attend should this be required. The UKYP members suggested that information on sexual diseases would be most welcome. They suggested a teenage notice board at the surgery.

- **Care Quality Commission.** As yet there is nothing to report and the costs are still unknown.

- **Virtual Group.** As yet there has been no feedback from them.

- **Emergency Dentist.** Telephone numbers are on the surgery door and also on the website.

- **Surgery Survey.** This is going well but more are needed to fulfil the needs of the PCT. On the whole comments from patients are very favourable. Kevin thanked PPG members for their work.

- **Practice Complaints.** Kevin assured us that they are all taken seriously and appropriate action is taken.

- **Car Parking.** Cars are stopping and waiting outside the surgery doors causing problems. No solution was found at this stage as to how to discourage this. The tokens from the patient car parking barrier have been going missing. How and Why was discussed much to PPG amazement!

- **D.N.A.** Last month over 400 patients missed appointments. Ways of encouraging people to attend were discussed but no solution was reached.

- **Practice Update.** A new ultra sound service is to be introduced as from the 23rd November and then every Wednesday. This eservice will be shared with Northgate Surgery which will be on a Friday. This will be a GP referral service. PPG thought this was an excellent idea.

The next meeting for the group was scheduled for Tuesday 13th December 6.30-8pm. Kevin to bring the mince pies!!!!!!!

- Meeting was closed at approximately 8.15.