

## Friarwood PPG meeting 16/8/11

**Present:** Kevin Duggan (Practice Manager), Liz de Dombal (GP), John Nye, Janet Hardisty, Lynda Bowker, Gerry Delaney, Anne Tollick, Kath Evans, Ann Jones, Jill Morris & Carol Weavill (Carers Wakefield)

**Apologies:** None

### Minutes

- Everybody re introduced themselves in turn and welcomed two new members to the group (Kath Evans & Ann Jones).
- Kevin (KD) started the meeting by introducing Jill & Carol from Carers Wakefield and explained that he had asked them to attend the meeting to tell the group about the service they provided.
- Jill & Carol handed out a questions sheet to help start the conversation and the group asked several questions about how they worked and who they could help. The group agreed that it was a worthwhile service and suggested we include a write up about the service in the practice newsletter and KD agreed that if Jill provided some literature that he would add a piece to the practice website. KD also agreed to put up posters to promote the service and would ask reception/nursing staff to ask any patients who they thought might be carers if they would be interested in registering (pink card system) for help from the service.
- KD thanked Jill & Carol for their informative presentation and then moved onto the main agenda points for discussion.
- KD handed round a draft newsletter he had worked on and asked the group for feedback. This was well received and KD will put more work into this and share the results with Lynda Bowker (LB) so the group can discuss when they meet again (arranged for 30<sup>th</sup> Aug at 2.30pm). The notice board was also discussed and again the group will discuss at the pre arranged meeting.
- KD told the group that Sarah Farrar who was the PPG secretary had now started a full time job and was unable to attend future meetings so asked if any other of the members were interested in taking this role up? There were no takers but Kath Evans offered to take up the Chairman role for 6 months so will be helping to chair future meetings and set agenda's. KD asked the group to consider future roles so that they could become more self-sufficient.

- KD informed the group that the practice had sourced some money to convert the ladies toilets into a new disabled toilet with an extra wide door that opens out and with 'doc pack bathroom suite'. Additionally one section of the reception desk will be lowered to aid wheelchair bound patients and that meets Disability Discrimination Act (DDA) regulations.
- KD also mentioned that he was working on the installation of two new phone lines into reception that would utilise local numbers (01977) and these would sit alongside the current 0844 lines to be used by patients to contact the practice. It should be noted though that the local lines would not have a queuing facility so would possibly ring engaged at busy times.
- KD informed the group that the practice had to cut down two large dead trees in the patient car park as they could have been a future risk to people and cars.
- John (JN) raised a point about the use of the touch screen monitor in reception; another patient had asked John to raise the issue that it could spread germs by touching it. KD informed the group that alcohol gel was available next to the monitor and on the reception desk which is free to use for any patients who may have concerns.
- **ANY OTHER BUSINESS**
- Ann (AT) said she had read about a GP practice down south who had been praised for reducing their DNA's and explained a couple of easy actions they had done which had worked well, including asking the patient to write down their own appointment times on a slip of paper.
- **The next meeting for the group was scheduled for Tuesday 13<sup>th</sup> August 6.30-8pm.**
- Meeting was closed just after 8pm.