

Friarwood PPG meeting 18/10/11

Present: Kevin Duggan (Practice Manager), Liz de Dombal (GP), Jayne Wilson (reception manager), John Nye, Anne Tollick, Kath Evans, Gordon Mullis, Janet Hardisty, Anne Jones, Toni Goldthorpe (memory service nurse)

Apologies: Gerry Delaney

Minutes

- The PPG chairperson Kath Evans (KE) welcomed the entire group and asked everybody to re introduced themselves in turn.
- Kevin (KD) asked the chair if a guest he had invited (Toni Goldthorpe) could be allowed to be the first item on the agenda. TG explained to the group the details of Memory clinic which was now running at the surgery. The clinic are run on alternate Wednesdays (next one 26th Oct) and consist of a morning session (9-11.30am) where booked appointments are seen, and then followed by a afternoon session which is run on a 'drop in' basis.
- Gordon (GM) asked if the referrals were growing which TG replied that they were growing slowly; John (JN) asked if the service would help with just early detection of dementia or all other memory problems as well, which TG said all memory problems could be assessed to see where the best support could be offered. GM commented that he was very impressed with the service and the fact that it was being delivered locally at the surgery. TG asked the group if they could help increase patient awareness of the service, all PPG members were happy to promote the service. TG was thanked for attending the meeting.
- KE then continued the meeting by going through he minutes of the previous September meeting. Various points were discussed including the release of the PPG newsletter which just needed minor editing by KD before printing, putting on the website etc. The secretary's job was discussed and was agreed that Anne T (AT) and Anne J (AJ) would pick this up from the next meeting in November. The new disabled toilets and the lowered reception counter were discussed and JN commented they were excellent and the Practice was to be commended. It was noted that the counter could do with a sign above it to signify it was for wheelchair patients, KD to action this.
- JN gave feedback on the PCT arranged PPG network which was attended by 12 practices including Friarwood. JN mentioned that another practice had found a solution by having their phone contract bought out by another

company, but KD commented that he had also explored this option but Friarwood commitments were much larger than the practice he had mentioned. JN also discussed the launch of the electronic prescription scheme (EPS) which was imminent in the next few months. This would allow patients to have their prescription sent electronically to any pharmacy they nominated.

- JN also talked about the mapping of communities to see what local groups are active that might help give our PPG a fairer representation. AT mentioned the youth parliament and will see if there are any young people from Pontefract who might be interested in joining the group. It was also mentioned about approaching the new college as potential for young members?
- KD asked Jayne (JW) to explain how the practice had listened to patients comments through the suggestions box and had posted the changes on the notice board. Suggestions that had been done included supplying books for children and a clock in the far waiting room.
- KD mentioned that he would like to bring to the group items that the practice would have to produce to meet the upcoming CQC registration. KD commented he hopes to bring documents relating to patient consent to the November meeting.
- KE asked the group if they had looked at the Friarwood website and asked for comments from the group. It was suggested that messages could be put on the front page to advertise the flu clinics and to let the practice know if there are any faults with online booking system etc. KE suggested that we ask the virtual PPG if they have any comments.
- AT feedback her experience of out of hour's dental care and the fact that the practice will be charged if patient go to A/E with dental problems. JW commented that there is emergency dentist available out of hours and the phone number is advertised in the practice and on our external door. It was suggested that the number is posted on the practice website, KD to action.
- KD asked the group if they could help by doing more patient surveys as the PCT were asking for over 300 completed ones to be representative of our practice population. AT and Janet H agreed to carry out this task by calling into the practice on a number of days to ask patients to help. KD was delighted with the fantastic support offered by the PPG.
- **The next meeting for the group was scheduled for Tuesday 15th November 6.30-8pm.**
- Meeting was closed just after 8pm.