

**Present:** Kevin Duggan – Practice Manager, Betty Bridden, Brian Chappell, Gordon Mullis, Sonia Atkin, Anne Tollick, John Nye, Ann Jones, Jeff Allinson.

**Apologies:** Ian Thompson, Barbara Brown, Mike Skidmore, Max Bradley, Janet Hardisty

**2. Minutes:** Anne T raised an issue with last month's minutes regarding the advertising of the practice Saturday morning openings. KD had edited the original minutes to reflect that the practice had used a number of mediums of advertisement of the openings but Anne felt the original wording was more in keeping of how the group had discussed the issue. KD agreed to return the minutes to the original wording typed by AJ & AT.

**3. Updates from surgery:** KD informed the group that the patient car park barriers were now repaired and back in use.

KD also showed the group a form he has obtained from another practice which explained to patients what their options were for 'Sharing Information About You'. The form allows patient to choose which information they will allow the practice to release (i.e. Care.data, Summary Care Record, and the Enhanced Data Sharing Model) and includes the patients name and date of birth and post code. This would be available in the practice and can be handed back to reception who will then action the patients choices on data sharing. The group agreed that this was a good idea and supported the use of the patient choice form.

**4. Friarwood Spring Newsletter:** KD handed out a spring newsletter he had compiled from the ideas from last month's meeting. The group liked the content but commented on some grammatical changes that needed correction. Items in the newsletter that were discussed include Patient Partner launch, Information for young mums and new services.

**5. Survey results and Outcomes:** KD asked the group to comment on the patient survey results and handed out the action plan that had been agreed last week from the results. JN was surprised that the results (91% overall satisfaction) had been as positive as he had heard of some patients being very unhappy with the appointments system. KD did feedback that a relatively small percentage of patients had expressed dissatisfaction with this issue but we had tried to cover this in the subsequent action plan. JA commented that we should be pleased with the results and showed that overall patients appreciated what the practice does delivers for them.

**6. Ideas following Gisela's visit:** JN asked the group if they had any more ideas after Gisela suggestions at the last meeting. The group thought the idea of joining up with our Network colleagues (4 local practices) would be a good action that could make a difference. KD will talk to the network chairperson (Dr P Glover) to set up a meeting to take this idea forward.

**7. Any other business:** BB fed back some items from the Wakefield PPG Network including suggested terms of reference being offered to new applicants to join PPG's and that MYHT had committed to a system that has maximum of 6wks wait for all notification of hospital appointments, JN commented that the chief executive (Steven Eames) takes responsibility for this new system.

JN informed the group that he had arranged for a speaker on Dementia Friends Champions for next month's meeting and he was also working on getting Helen Childs to attend a future meeting to discuss further the Care Closer to Home project.

**8. Close Meeting:** JN closed the meeting by informing he group that the next planned meeting is to be held at the Friarwood Surgery on Tuesday 29<sup>th</sup> April 2014 at 6.30pm