

Friarwood PPG Meeting

29th January 2013

Present: Kevin Duggan – Practice manager, Liz de Dombal G.P. John Nye, Ian Thompson, Ann Jones, Brian Chappell, Jeff Allinson, Gordon Mullis, Anne Tollick, Barbara Brown, Janet Hardisty, Mike Skidmore, Betty Bridden.

Apologies: Paul Windeatt, Madelaine Wainman, Gerry Delaney, Rita Gooding (Health Trainer), Linda Bowker.

John Nye chaired the meeting.

Minutes of the last meeting were approved and passed. Gordon and Jeff approved and seconded them.

Kevin asked for feedback with regard to Dr Hanneys talk. The group felt it was extremely positive meeting and they had learned a great deal. All were impressed by Dr Hanney and his enthusiasm. Kevin then replied that Dr Hanney had fed back that he found the group to be vibrant.

CCG public meeting: Jeff spoke about the meeting. He felt he had not learned anything in addition to the information Dr Hanney had given. CCG were impressed by how many wished to attend the meeting and it is hoped to hold future meetings in a larger room. There are three patients on the board who were felt to be very enthusiastic. The group felt it would be useful to know their names for future reference.

Key discussion points:

1. the challenges of extended life expectancy
2. the need for real specialist care being inappropriate for small hospitals
3. putting GPs at the centre of specialist care with emphasis on community care
4. bringing different branches of treatment together to provide whole care. Emphasis on social care i.e. health and social care together.
5. There will still be a reliance on some members of the PCT to give advice on commissioning.

Brian raised a queried whether future meetings of the CCG will be widely advertised eg. press. Kevin said that he will know and will therefore inform the group.

Points of concern were raised by members as to what future care will entail. This is as yet unknown. All we do know is that the Health Service will have to manage on less.

Kevin informed the group about an interesting presentation he had seen on the Kings Fund website (that offered an insight to how they see health care developing in the next twenty years' time).

Concerns were raised as to the extra pressures that will be out on GPs in the future.

Review of Practice Complaints: Kevin assured us that all complaints are dealt personally by him either by telephone, letter or personal meeting, dependant on its severity. He said that every patient matters and although some of the complaints were not about the surgery (eg A&E) he still tried to address any problems.

Ian Thompson wanted it noted that he thought the practice was fantastic. All concurred.

Patient Survey: Kevin asked for the group to help reach the target. Another 200 are still needed to be completed.

Any other business: water cooler. Ann Jones asked if a water cooler could be provided for patients. She had attended one day when the surgery was full and patients had been waiting for long periods of time and overheard quite a few saying how thirsty they were.

E.P.S. Jeff asked if it is working. Kevin said that there had been glitches but it is still early days. Patients do need to register with the pharmacy of their choice.

Notice Board: Gordon praised the notice board. Thanks were given to Jayne W for doing it.

New Seating; This has made the surgery look cleaner and smarter.

Car park: The key pad – Kevin is to get an electrician to install low voltage lights around the key pad (if possible) and to secure the main pillar as it was loose due to patients bumping into it with their cars.

John suggested that we look at mental health issues in the future. Kevin said that he is already in discussion as to how the surgery can get some in house expertise (Right Steps).

Next meeting Tuesday 26th February when a representative from Age UK will be coming to talk to the group about Social Prescribing