

## Friarwood PPG meeting 28/6/11

**Present:** Kevin Duggan (Practice Manager), Liz de Dombal (GP), Gisela Clark (PCT) John Nye, Janet Hardisty, Lynda Bowker, Gerry Delaney, Paul Windeatt

**Apologies:** Sarah Farrar, Anne Tollick

### Minutes

- The minutes of the previous meeting (date 24/5/11) were read and all agreed.
- Everybody re introduced themselves in turn and welcomed one new member to the group.
- Gisela Clark (GC) started the meeting by explaining that a sub group of members had met previously to decide on items and design of the new PPG notice board. Several items for display were discussed and Kevin Duggan (KD) agreed to check the content before asking the reception manager to start mounting so the group could comment on at the next PPG meeting.
- GC also discussed the proposed newsletter that the PPG would produce for general release to all interested patients. A number of items for the newsletter were discussed including a Q&A about the group, a self help reflection from PPG member John Nye (JN), explanations of how the appointments system current works and the issue of the cost of phone calls to the Practice. KD agreed to check all items and then e-mail them to Lynda Bowker (LB) to fit into the newsletter template. It was agreed that the first newsletter would be ready for publication by early autumn (Sept/Oct).
- KD handed out the Qtr 4 Ipsos Mori patient survey results for the Practice, and then discussed each area with the group. It was agreed that the Practice had made good progress in quite a few areas of the survey with the highlight being that 95% of participating patients satisfied with their overall care (5% better than the England average and 3% better than the PCT average). Areas where the practice was below PCT and England average would be investigated by KD to see if we can agree actions to improve.
- The patient leaflet was mentioned briefly by KD who stated that it was constantly being amended due to the Practice working on Care Quality Commission (CQC) registration requirements.

- KD explained to the group about the CQC who have tasked all GP practices with registering with them (by April 2013) for future inspection. The inspection will be based against a set of quality outcome's (28) with a large number of sub outcomes all of which need detailed documentation that must be evidenced by the practice. KD asked if some polices/idea's that reflect on patients could be brought to the PPG for discussion, and this was agreed unanimously.
- Some general comments fed back were around patients being very happy with the Practice services but not being happy with the appointments booking system, with long waits both on the telephone and sometimes checking in at 8am. Also the cost of phone calls to the Practice's 0844 number was highlighted as an issue especially when using a mobile phone.
- **ANY OTHER BUSINESS**
- KD asked the group if there was any other business to discuss, GC announced that she may not be able to get to all future meetings due to a change in PCT work commitments (working more with Practices over in Calderdale). KD thanked GC for all her help/contributions and welcomed her to any meetings she could make in the future.
- **The next meeting for the group was scheduled for Tuesday 16<sup>th</sup> August 6.30-8pm.**
- Meeting was closed just after 8pm.