

Friarwood PPG Meeting 24th September 2013

Present: Kevin Duggan- Practice Manager, Liz de Dombal- GP, Barbara Brown, Sonia Atkin, Brian Chappell, Gordon Mullis, Ian Thompson, Jeff Allinson, Betty Bridden, Janet Hardisty, Mike Skidmore, John Nye, Anne Tollick, Ann Jones.

Apologies: none.

Minutes: Brian asked about the format for the meeting between PPG and practice staff. This will take place at 12.30 on the 16th October. It will be an informal meeting with tea, coffee and biscuits.

- **Patient survey** – this was discussed some problems with the wording of the questions were ironed out. Hopefully the survey will start as soon as possible after ratification by the PPG.
- **PPG meetings** – it was decided by a show of hands to hold ten meetings per annum. There will be no meetings in August and December.

Minutes: approved and seconded by Gordon and Ann.

PPG network Meeting 18/9/13: Betty attended the meeting and gave feedback. The meeting discussed topics including Kings St drop in centre in Wakefield. All PPG's to have access to all practice surveys so that they can be discussed and hopefully PPG's can learn from each other.

CCG Public Meeting 24/9/13: John attended this meeting and gave feedback. Anonymous feedback at the meeting gave general dissatisfaction with the Health Service. Discharge from hospital should be looked at. There is hopefully to be an integrated Care Change with sustainability and demographic change. There is to be an extra point of access – Gateway to Care. There is a private company called Stonham. They support people in their own homes and during crisis. Funding is from Wakefield council.

Surgery Updates: The telephone system. This will start as from the middle of the week beginning the 30th September. There will be eight lines available which can be increased to twelve. Staff will be trained on the system. A message will be left on the old 0844. All calls will now be charged at local rate on number 01977 704777.

- **Flu jabs** – these start next week. Patients have been sent e mails concerning this. Gordon raised the question as to how patients without email would know to attend. Kevin replied that patients would be contacted by post.

- ***D.N.A. numbers*** remain as previous. Kevin hopes the new system will eventually reduce these.
- ***Dr Kirby*** is leaving on the 29th November. The practice will be advertising for another partner. The PPG wish him every success in the future and thank him for his work.

Any other business: John was re-elected as chair.

The next meeting Tuesday 29th October at 6.30 pm.