

Friarwood PPG meeting 12/4/11

Present: Kevin Duggan (Practice Manager), Liz de Dombal (GP), Gisela Clark (PCT) John Nye, Anne Tollick, Janet Hardisty, Lynda Bowker, Sarah Farrar.

Apologies: Gerald Limbert, Charles Delaney

Minutes

- The minutes of the previous meeting (date 7/3/11) were read and all agreed.
- Everybody re introduced themselves in turn and welcomed a new member.
- Gisela Clark (GC) discussed amended Terms of Reference (TOR) for the group, as mentioned in the previous meeting. Roles within the group were discussed; GC suggested that the group works together on a project before electing a Chairperson. Kevin Duggan (KD) agreed to continue to chair the meetings until this time. Sarah Farrar (SF) agreed to be secretary for the group. The Quorum for the Friarwood PPG was set as a minimum of 4 (any less and the meeting would still go ahead to discuss issues but decisions wouldn't be made). The frequency of meetings was set at a minimum of 6 per year with additional ones as needed.
- GC gave feedback on a recent GP access workshop that she attended based on patient questionnaires, regarding; access for appointments, other options offered, accessibility of surgeries, waiting times & expectations of patients. GC went on to suggest the survey could be a project for PPG to take on within Friarwood surgery. The group agreed that this would be a good starting point for the group. KD asked whether anyone would be happy to undertake this within the surgery, talking to patients and handing out surveys. Anne Tollick (AT), Janet Hardisty (JH), Lynda Bowker (LB) all agreed that they would be willing to undertake this. KD & Liz de Dombal (LdD) suggested Mondays was one of the busiest days and would be good opportunity to get a cross section of patients. A further meeting to discuss this has been set up between GC, AT, JH, LB and KD on Tuesday 26th April 11am-12pm.
- KD handed out draft patient leaflet (as discussed at previous meeting) and asked for feedback. LB suggested adding GP's speciality as it would be useful when deciding who to see. LdD suggested an introduction to the surgery was needed at the beginning. AT felt the paragraph on zero tolerance was too imposing and made to seem more important than the other information. KD explained why it was in & agreed to use lower case

and italics instead. John Nye (JN) asked for the sentence regarding the disabled toilets to be taken out as the door doesn't shut/open fully when a wheelchair is in. KD said he would look into this and it was agreed the sentence would be taken out.

- KD handed out Ipsos Mori Patient Survey results and asked all present to look at it and bring any comments back to the next meeting.
- ANY OTHER BUSINESS

KD discussed recent meeting with local Health Trainers and asked PPG whether they thought it would be beneficial to the surgery. JN felt self management groups (SMG) would be better than Health Trainers and that SMG aren't utilised by GP's enough. SF disagreed and felt there was a place for both within the practice. AT felt feedback was needed from patients to find out whether Health Trainers were being beneficial to patients. KD also mentioned a newsletter highlighting Self Management Groups & Health Trainers and it was decided by the group that this would be discussed further at a future meeting.

GC mentioned a PPG network meeting that is taking place at White Rose House Wakefield, Wednesday 29th June 10am- 12pm, to share good practice from other groups within the area. Members would then feedback to the group. JN & SF agreed to go.

- The next meeting for the group was scheduled for Wednesday 18th May 6.30-8pm. (see below)
- Meeting was closed just after 8pm.
- Unfortunately having looked at this date KD has realised he is out of the country that week and its TARGET day for all practices so staff training needs to take priority. A new date for the meeting was agreed with the PCT.
- *The new date for the next PPG meeting is Tuesday 24th May at 6.30pm*