

Friarwood PPG meeting

17/01/2012

Present: Kevin Duggan practice Manager, Liz De Dombal (GP), Kath Evans (Chair), Janet Hardisty, Ann Jones, Anne Tollick, Gordon Mullis, Brian Chapell, Gerry Delaney.

There were no apologies.

Minutes of the last meeting were approved.

Minutes

Car Parking: Problems have been encountered with the use of the push button exiting of the car park. Better information needs to be written on the slips given out with the code. Brian brought up the need for better lighting of the buttons during the dark nights and for there to be larger push buttons. Kevin agreed to look at the lighting but stated that the size of the buttons were the only ones available to him. The code is to be changed on a regular basis at random.

DNA's: There were 400 DNAs last month. Letters have been sent out to patients who have not attended regularly however they have had little to no effect. The group agreed after discussing options that it will carry on looking for solutions to reducing DNA's with the surgery but the practice may just have to accept that not all patients will respond positively.

NHS Cluster: Gordon raised the question as to how patients would access a best provider for their needs. Kevin and Dr de Dombal assured us that this would happen by referrals from the doctors.

Ultra Sound Service: The service is proving to be a great success. The PPG were shown a leaflet detailing services and referral criteria. The surgery is very pleased with the service. It is very efficient.

Access and Care Plans: This was explained to us as a way of helping people to use the surgery rather than A&E. A large number of Patients are still going to A&E with minor complaints. The Care Plans are hopefully a way of helping long term condition patients understand their illness better and to encourage self management which could help reduce patients attending the surgery/hospital unnecessarily. Kath suggested that patients could obtain advice via email, but Dr de Dombal thought there could be a problem with patient confidentiality. Kevin showed us a Care Plan from NHS East of England. Further discussions will take place as and when further information is available.

PPG: John attended a Patient Groups in Wakefield meeting. He felt that Friarwood PPG was one of the best in Wakefield from feedback at the meeting. Gordon suggested that new could do self-assessment to see if the group had attained any goals. After discussion it was felt that progress had been made on many fronts.

Appointments System: This was raised by Brian. After quite a lot of discussion it was felt better to continue this at the next meeting when Kevin said he would fully explain the surgery's system to us.

Newsletter: The closing date for contributions is the 14th February. The following items were raised as possible topics – Smear testing, information regarding different clinics, information about the ultra sound, analysis of the patient survey, interview with Dr Watson. PPG achievements.

Practice Updates: Dr Cherian has left. His replacement is Dr Vicky Rothwell. She will start on the 6th February.

The next PPG meeting will be on the 21st February at 6.30pm.