

# **Friarwood Surgery P.P.G Meeting**

**20/03/2012**

**Present:** Kevin Duggan Practice Manager, Liz de Dombal GP, Kath Evans chair, Lynda Bowker, Janet Hardisty, John Nye, Gerry Delaney, Gordon Mullis, Ann Jones, Brian Chappell, Anne Tollick, Leonorah Ndlovu.

**Apologies:** none

Minutes of the last meeting were approved.

**Car Parking;** people still are having problems. Kevin hopes they will get used to it in time. Brian raised the issue of bad lighting during the dark nights. However this is not seen to be a problem over the summer months. Kevin thought he might look at pliable strip lighting to go round the pad. The issue will be raised in July.

**D.N.A's;** These are still consistent in numbers. Patients do not turn up with no excuses given. The problem is difficult to overcome. Jon Nye attended the PRG meeting in Wakefield and led a presentation on the Surgery which created a useful discussion. Participants were asked to go back to their own surgeries and feedback A.S.A.P.

There is on going work within the PCT to reduce A&E attendances. John has been asked to meet with the PCT to discuss Long Term Conditions. He has been asked to meet with Dr Adam Shepherd from the New Consortia Group.

The group thought that placing a sign in the surgery explaining the costs to the practice of A&E attendances might help people consider their actions.

**PPG:** A way of publicising the group was to contact the Pontefract and Castleford Express and Gerry was going to contact the paper on the group's behalf. It was felt that an informal talk with the paper would generate publicity and be beneficial to the group. Another idea was to contact local Duke of Edinburgh Award Scheme and ask if any of the young participants would be interested in attending PPG meetings as part of their Service Award.

The dates and time if the next meeting are to be posted on the PPG notice board for all to see.

Articles are still needed for the Newsletter. Please submit any to Kath Evans.

**Patient Survey Report:** Kevin said thank you to Janet Hardisty, Lynda Bowker, Anne Tollick and Ann Jones for their hard work in formulating the questions, getting patients to fill in the forms and correlating the answers. Kevin was praised for the report he has produced. John Nye asked if the Survey Outcome Report could be taken to the next PRG meeting. Kevin replied that they could be.

**Access and Care Plans:** There will be a template for people with long term illnesses eg. Asthma, diabetes, epilepsy. Patients will be invited in to talk about their illnesses and advice will be given – a template for the patient.

A Dr Kundur – locum GP –will be covering full day Monday, Tuesday afternoon and Wednesday afternoon from 2<sup>nd</sup> April. He will be here for six months initially. This will create more appointments and hopefully reduce A& E attendances. This may be extended to one year but this depends on the Consortium.

The surgery needs to advertise the fact that there will be more appointments available for patients to come to the surgery rather than to A&E.

More GP telephone consultations are to be made available. Also Kevin will look to the possibility of booking on line telephone and nursing appointments.

**Practice Updates:** Kevin is in discussion with Huddersfield BMI regarding an Ophthalmology service coming to the practice. Hopefully they will come and see patients at the surgery. If a hospital treatment is required then transport will be provided. This has not as yet been finalised but Kevin is very hopeful of a positive outcome.

**Any other business:** Leonorah raised questions about the hospital patient transfer system. This was discussed but is not within the PPG's remit.

The next Patient Reference meeting is on the 20<sup>th</sup> June. 10am – 12 am at White Rose House Wakefield.

**Next Meeting:** April 24<sup>th</sup> at 6.30