

## Friarwood Surgery PPG meeting

25<sup>th</sup> February 2014

**Present:** Kevin Duggan – Practice Manager, Dr Kirby, Betty Bridden, Brian Chappell, Gordon Mullis, Ian Thompson, Sonia Atkin, Anne Tollick, Barbara Brown, John Nye, Ann Jones, Gisela Clark, Jeff Allinson, Mike Skidmore.

**Apologies:** There were none.

**Minutes:** These were approved and seconded by Betty and John.

**Points raised:** The car park issue has still not been resolved.

**Updates from surgery:** Patient Partner will hopefully be going live in April/May after at least a month's trial. This hopefully will mean that more appointments will be available to patients which will reduce the need to phone the practice at 8am.

The AAA screening clinics are to start next month.

The Stroke Prevention A.F. clinics are up and running. Thirty patients are targeted at a time, with twenty five attending the first clinic.

Right steps have taken up the counselling role at the practice and will develop the service that is currently seeing patient one day a week into additional days from April onwards.

Additional physiotherapy provided by Novus has started (every Tuesday).

Help with from the PPG members is still needed to finish off the patient surveys.

**Gisela Clark:** She was welcomed to the group to give the group ideas for furthering the PPG. She gave out three reports which she felt would be of use to us. These are for us to look at and discuss at the next meeting.

**Spring News Letter:** Ideas were requested for this. Ideas put forward are:

- New physiotherapy service
- Explanation of the new Patient Partner service.
- Information relevant to young mothers and families e.g.: vaccination programmes.
- Welcome back to Dr Kirby.

**Any other business:** John raised the point that if you live in a hard to reach house or one with a strange address then the Ambulance Service would like to be given details.

The Saturday openings from 9am – 12 noon for emergencies and some pre booked appointments will end in March. This has not been as successful as hoped but this may be due to lack of patient information.

Jeff raised worries about the Care Data scheme which has been deferred for six months. He also asked for the surgeries support in keeping the local swimming pools open.

The next meeting will be on Tuesday 25<sup>th</sup> March 2014