**Friarwood Surgery P.P.G. Meeting 28th July 2015**

**Present:** Kevin Duggan - (Practice Manager), Dr Linda Dale (G.P). John Nye (Chair) Brian Chappell, Betty Briddon, Sonia Atkin, Mandy McKee, Jeff Allinson, Jean Page, Andrea Wilson & Stuart Davis (SWYPFT)

**Apologies:** Ann Jones, Ian & Barbara Brown, Ian Thompson, Janet Hardisty

1. **Introduction –** Chair thanked all for attending.
2. **South West Yorkshire Partnership NHS Foundation Trust** – Guest speaker Andrea Wilson (AW) gave an overview of the organisation she represented. AW described SWYPFT’s activity as 60% mental health services, 11% forensics, 24% community services and 5% on other services such as learning disabilities and that they served over 1.1million people across Wakefield, Barnsley, Huddersfield and the Calderdale area. AW went on to describe the services local to the Wakefield district such as adult mental health and children mental health service (CAMHS) as well as MH forensics at Newton lodge and the Bretton centre. Other guest speaker Stuart Davis (SD) described how patients access the service via their GP to a Single Point of Access (SPA). This is a 5 days a week service but is picked up other MH services to provide 7 days a week cover. LD commented it is sometimes difficult to get somebody to talk quickly when patients need help. SD went on to discuss the links to the three health and social care hubs that have been formed, they have a named clinician and named operation manager in each one.
3. **Minutes of last meeting** - JN mentioned that he had been invited to visit some of the H&SC hubs and described experience of the Castleford based one.
4. **Practice Updates –** KD informed the group of the daily checks he was doing on the pre booked online and patient partner appointments. Patients who had pre booked appointments but had been seen before the appointment date were being phoned to ask if they were attending, this had seen a least 2 appointment s every day being cancelled when they might have been DNA’s. KD also shared the good news that DNAs were down (8.3%) in 2015 compared to the same period in 2014 (apr,may, june).
5. **Appointments** – The current appointment system was discussed and our new PPG member Jean Page (JP) asked why we restrict appointments being booked by patients who have just seen a GP. KD explained it was to try to be fair to all patients by maintaining the 24hr access to booking of appointments which would be destroyed if we went back to letting all practice staff book every patient request as there would be no appointments left to offer remotely. JP praised the system but did comment that it was hard for older patients to use new systems but KD did add that reception staff had the authority to help patients who really struggled with this.
6. Meeting was closed at 8pm

The next meeting will be on Tuesday 29th September 2015.