**Friarwood Surgery P.P.G. Meeting 27th January 2015**

**Present:** Kevin Duggan- (Practice Manager), Dr Linda Dale (G.P). John Nye (Chair) Brian Chappell, Lynda Bowker, Ann Hill, Mandy McKee, Betty Bridden, Jeff Allison, Ann Jones, Janet Hardisty, Ian Brown, Barbara Brown, Jane Clayton

**Apologies:** Mike Skidmore, Gordon Mullis, Sonia Atkin, Mike McKee

1. **Introduction –** Chair thanked all for attending and asked if there were any apologies for non attenders. These were duly noted

1. **Previous minutes** - JN asked the group if they had read the November meeting minutes. The minutes were approved by the group.
2. **Practice Updates –** KD in formed the group that one of our ANPs (Paul Mackay) had left the practice at the end of December to take up a post in another practice in Dewsbury. KD explained that the practice had taken on another ANP (Helen Camplin) 2 days a week and was extending the hours of another of our ANPs (Sheryl Priestly) to help compensate for the loss.

KD also gave a feedback on the number of DNAs the practice experienced in Dec 14 (352) and Jan 15 (252 up to 23rd Jan). JC asked what these numbers meant as an overall percentage of the total numbers of appointments in the preceding months; KD did not have the figures to hand but will feedback at the next meeting.

KD gave feedback on the number of phone calls received (6433 in Dec 14) and the average length of time it took to answer the phone by staff (average of 27secs per individual receptionist but 67 seconds as an average of the whole team). KD reiterated that staff do not just answer the phone but have face to face patient contact and administration type duties every bit of their day. KD commented that it would be good to let a PPG member sit in reception to watch how busy they are and how well they cope with patient demand.

KD asked the group to help with compiling the PPG reporting template to record what practice had done to impact on identified priority areas. JA commented that the practice had made improvements to the phone system and had strengthened the ANP team to help with on the day demand. KD will ask the group to agree and sign off the final report in March 15.

1. **December Network Meeting** - JN gave feedback on the meeting including discussion about the Friends & Family test forms, a new support manager for PPGs (Hanif) and a Mental Health engagement event (including sign posting for patients and frailty assessment for the elderly). The £500 grant for dementia friendly training etc was mentioned and IB commented that the group should stop talking and just apply for it. Patient transport was also mentioned with feedback required for how the service is to develop.

JN also mentioned an e-mail he had received about an event being held in Leeds (25th Feb) about Empowering Older Peoples Care Summit (Raising awareness of frailty) so any interested people can attend. Also an e-mail about a workshop on 3rd March in Leeds to discuss NHS Citizen Primary Care Co- Commissioning.

1. **Any other business -** JN also discussed that Healthwatch were looking for 10 volunteers to join them to help influence health & social care for local people, IB expressed an interest and will look into this

The next meeting will be on 24th February 2015.