

# **Friarwood Surgery PPG Meeting    28<sup>th</sup> January 2014**

**Present:** Dr de Dombal, Karen Chapman, John Nye, Gordon Mullis, Betty Bridden, Janet Hardisty, Ann Jones, Anne Tollick, Jeff Allinson, Mike Skidmore, Barbara Brown.

**Apologies:** Kevin Duggan, Ian Thompson.

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

**Points raised:** John handed out leaflets re. Care Closer 2 Home. This will hopefully be followed up by a talk from Helen Childs.

The car park is still insecure. Brian suggested that the collapsing “tank traps” could be used. This was thought to be too expensive.

Gordon said that he had had two complementary comments regarding the surgery.

**Updates from the surgery:** Dr Kirby has returned to the practice.

The practice counsellor – Sarah Churchman is retiring. The surgery has secured the services of “Right Steps” This service will be extended at the end of March.

The GP training practice has been expanded to include medical students and from April nurse students. We are hoping to introduce an apprenticeship opportunity.

The clinical call back system is working well. Michelle, Sheryl and Helen should be congratulated for their hard work.

The practice now has additional Physiotherapy to be provided by Novus. This is in addition to Pat Bratt.

There are to be some Wednesday clinics to help Stroke and AF patients. This involves – organised clinics coordinated by specialist nurses, face to face reviews with a local consultant and patient education.

The practice has purchased a piece of software called Patient Partner. This will enable patients to phone the practice to pre book available appointments 24 hours a day. Hopefully this will be live from April 14<sup>th</sup>.

The Saturday emergency surgery trial is still continuing.

**Feedback from PPG Network meeting:** Betty attended the meeting and noted these points. The electronic prescription service has been found to save money. Patient survey results are still arriving. Generally the feedback was positive especially access to local GP's. Other services need to be improved especially outpatients.

**Patient Survey:** We are behind with this.

**The new data system:** Jeff raised his worries and concerns regarding this. He was worried about information being sold and passed on to private companies. He wanted people to know they could opt out of it.

**Any other business:** Anne talked about the food bank at Pontefract Central Methodist Church. If the surgery wish to sign up to the service then they were given a number to contact Karen Chapman noted this. Doctors can refer people but need to join the scheme.

John felt that because we had missed the December meeting it would have been of use to have been emailed about some of the surgery updates in advance of January's meeting.

The next meeting will be on Tuesday, 25<sup>th</sup> February at 6.30pm