

## Friarwood Surgery PPG minutes

26th June 2012

**Present:** John Nye, Gordon Mullis, Jeff Allinson, Gerry Delaney, Janet Hardisty, Linda Bowker, Ian Thompson, Brian Chappell, Ellen Barbara Bramley, Kath Evans (Chairperson), Dr Linda Dale (GP), Jayne Wilson (Reception Manager)

**Apologies:** Kevin Duggan (PM)

	Item	Discussion	Action
1	Minutes of the last meeting  Accuracy	Agreed to keep discussion on the minutes to a minimum. Exception reporting. Minutes approved.  Amend John Thompson to say Ian Thompson	All agreed
2	Matters arising Chiropody	Chiropody appointments being offered- do not necessarily have to go to Pontefract clinic if another Chiropody clinic is closer eg in Wakefield	None
	Ophthalmology	Janet said there are to be sessions at PGI	None
	GP telephone consultations	To have on the list of options when you ring	Kevin
	A and E posters	Noted by the group and seen as acceptable.	
4	DNA's	<p>Suggestions from Wakefield PPG group</p> <ul style="list-style-type: none"> <li>• report statistics as a positive eg 98% attendance</li> <li>• Orchard Croft Medical centre has produced a leaflet- has been seen by Friarwood GP's</li> </ul> <p>Broader discussion.</p> <p>Patient support worker to work with those who are frequent DNA'ers</p> <p>Send a text to say they have missed their appointment</p> <p>Leaflet to be made to be given by the GP to the patient who has missed their appointment</p> <p>Letter that is sent out to be amended to reflect a potential reading age of 12- also to offer an opportunity to talk to PPG member (training would be needed) or to attend PPG group to help us understand the challenges</p> <p>Put information in the waiting room - reminding people to cancel appointments, that telephone appointments are available and that people can</p>	<p>Jayne to mock up a leaflet - to reflect Disability requirements</p> <p>Jayne to discuss suggestions with Kevin</p>

		<p>give mobile numbers to get text appointments. Set up a text back service so patients can text to say they cannot attend may assist with those that are more comfortable/ financially able to send a text. Look at trends over several years to see if there is a pattern.</p>	
5	Feedback from PPG group Wakefield	<p>Clinical Commissioning Group is willing to attend a future meeting.</p> <p>No Patient view on consortia- to be considered by CCG</p>	Kevin to organise
6	Phlebotomy questionnaire	Group felt questionnaire would not get meaningful results. Agreed that the slip given to patients telling them to ring for results to have added about ringing if a problem afterwards	Jayne to organise
7	Cookies	Legislation says that websites should tell people that cookies are there, what they are used for and consent to storing cookies on your computer.	Kevin to follow up with website developer
8	Exercise prescription	Exercise known to reduce risk of cancer and reduce obesity. Get Active criteria not widely known	Dr Dale to share with other Gp's.
9	Hospital letters	The length of time for letters coming from hospital was queried; this can take a long time. It was suggested as a discussion at next meeting on how the group can influence this.	Agenda- next meeting

**Date of next meeting Tuesday 31st July 2012**