MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP HELD ON WEDNESDAY 14TH MAY, 2014 AT 13:45

**Present:**

Twelve members and one guest were present.

**Apologies:**

Three apologies were received.

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| **Item** | **Description** | **Action** |
| 1.1 | Welcome and thanks from the Chairman. |  |
| 2  2.1  2.2  2.3 | **Minutes and Matters Arising**  A PPG member reported that our principal contact has now returned to St George’s. The member also undertook to ask this contact whether or not she would still like to attend meetings of the PPG.  The Chairman reported that anecdotal evidence suggests that the work we carried out on the telephone system seems to have been successful.  All present agreed that the minutes of the last meeting were a true and accurate reflection of what took place. | **Action – PPG member to brief at the next meeting.** |
| 3 | **Update on Work Strands**  No work strands are currently in progress. |  |
| 4 | **New Work Strands**  No new work strands were identified. The Chairman encouraged the members to suggest new work that might improve the service to patients. | **Action - All to think about new suggestions.** |
| 5 | **Patient Suggestions**  No patient suggestions were received. |  |
| 6  6.1  6.2  6.3  6.4  6.4.a  6.4.b  6.4.c  6.4.d | **News from the Practice/CCG/DoH**  Prime Minister’s Challenge Fund  The Chairman outlined the goals of West Wakefield’s (the local clinical network of Lupset Health Centre, Chapelthorpe Medical Centre, Orchard Croft Medical Centre, Church Street Surgery, Prospect Surgery and Middlestown Medical Centre) successful bid for the Prime Minister’s Challenge Fund. This will include:   * Improved physical access - provision of an out of hours service between 18:30-20:00 Monday-Friday and between 08:00-20:00 Saturday-Sunday, accessible through N.H.S. 111. This will also include a “health pod” which is a vehicle based mobile platform used in the community to promote health and wellbeing and signpost to other organisations. * Digital access – technological innovation to improve access to GPs such as video consultations, web portals, skype and email access etc * Social prescribing – better integration with secondary care, 3rd sector (charities), health and wellbeing etc. * Improved access to GPs for care home residents included better IT, improved cooperation etc.   The project will employ new clinicians and support staff, rather than extending the hours of existing employees, and must be self-funding after one year. A PPG member raised the importance of educating patients as to the new services that will be offered as part of this scheme. The Chairman said that there is money allocated for promotion and education.  Health Inequalities Scheme  The Health Inequalities Scheme is a scheme designed to address inequalities in health in areas of high depravation or relatively poor health. This has now started to be implemented. It includes the employment of an Alcohol Intervention Worker, whom the Chairman introduced. She will be responsible for carrying out alcohol use assessments and advice if necessary. A PPG member asked if we could use the annual flu clinic consent forms to update medical records and target certain groups of patients. It was pointed out however, that most of the flu clinic patients are elderly and it is other groups that we need to target. It will also include a physical exercise for obese and mental health patients at St George’s, a walk-in Contraception and Sexual Health clinic, out of hours smoking cessation and Asthma/COPD clinics, and proactive dementia screening for nursing home patients.  Electronic Prescribing Service  The Electronic Prescribing Service is beginning to be rolled out, and a PPG member pointed out that pharmacies are already advertising the service and encouraging patients to register with them. The E.P.S. allows a patient with a stable repeat prescription to nominate a pharmacy to which their prescription can be electronically submitted. This saves the patient having to come to the surgery to pick up the prescription. The prescription request is submitted in exactly the same way. The service is not available for acute prescriptions.  New Enhanced Services  There are a number of new enhanced services being provided by the surgery. The first of these is the Unplanned Admissions Directed Enhanced Service (D.E.S.). This is designed to reduce the number of avoidable emergency admissions to hospital by identifying those patients who are most at risk of being admitted or readmitted after an initial admission, using the Risk Stratification Tool. The most at risk 2% of our patients over 18 must then be reviewed, have a care co-ordinator assigned and be informed of this, and must be reviewed within three days of notification of an admission. They will also have a direct access telephone line to contact the surgery should they become unwell.  A new and much publicised scheme has been introduced to provide all patients over the age of seventy-five years with a named G.P. This G.P. will act to co-ordinate the patient’s care, but this does not mean that a patient may see only that G.P, nor does this extend beyond normal working hours.  The Dementia screening enhanced service will continue this year, and is designed to pre-emptively screen those patients who are considered to be at risk (patients over sixty years of age with Cerebrovascular Disease, Peripheral Arterial Disease, a Transient Ischaemic Attack [stroke], Diabetes or Ischaemic Heart Disease, or any other degenerative neurological disease; patients over forty years of age with Down’s Syndrome; or patients over fifty years of age with learning disabilities).  The practice has begun to roll out an S.M.S. text messaging programme. This will allow patients who have consented to it, to be sent text messages reminding them of appointments they have made, to inform them of normal results or for GPs to send a one off message them. The messages cannot be replied to. Abnormal results will be dealt with in the usual way, by contacting the patient directly by telephone or letter. |  |
| 7  7.1 | **Charity Update**  The Alzheimer’s Society and the Salvation Army have received £250 each for the charity book sale. |  |
| 8  8.1 | **News from the Patient Network Group**  The next meeting of the Patient Network Group will take place on 18.6.14. |  |
| 9 | **Pharmacy News**  No pharmacy representative was present. |  |
| 10  10.1  10.2  10.3  10.4  10.5 | **AOB**  A representative from the Health and Wellbeing Development Workers of the South-West Yorkshire Partnership N.H.S. Foundation Trust gave a short presentation on the work of the Health and Wellbeing Development Workers. Our local worker was also present. ‘Every Contact Counts’ is an initiative whereby any patient contact is important whether that be from a healthcare professional, social services or indeed another patient assisting the practice. Training on this is being offered to interested patients on 27.6.14 between 13:00-15:00 at Church Street Surgery. Five PPG members volunteered for the training.  A PPG member asked about a poster requesting donations of books for the charity book sale. The member requested this at the last meeting but it has not yet been put up.  A PPG member asked about the P.P.G. notice board in the waiting room. This has not yet been done, but will be.  A PPG member informed the P.P.G. that there is a new ultrasound service available at Orchard Croft Medical Centre that she would recommend. The Chairman confirmed that this is available on Choose and Book.  A PPG member asked why there were no online appointments available on Monday morning, yet when she called three were offered. The Chairman surmised that this was probably an error on our part, but undertook to investigate. | **Action – Chairman/Secretary to put sign up.**  **Action – Chairman to arrange notice board for P.P.G. materials.**  **Action – Chairman and Operations Manager to brief at the next meeting.** |
| 11 | **Date and Time of Next Meeting**  Tuesday 17th June, 2014 at 1:45 p.m. |  |