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

**Present:**

14 members of the PPG and 1 guest speaker were present

**Apologies:**

3 apologies were presented

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| **Item** | **Description** | **Action** |
| 1.1 | Welcome and thanks from chairman. |  |
| 2  2.1  2.2  2.3  2.4  2.5  2.6  2.7 | **Minutes and Matters Arising**  The survey has now been put on the PPG notice board in the Waiting Room.  A member from Every Contact Counts will be attending the next PPG meeting.  A PPG member to advise The Wakefield Express’s email address.  A discussion was had as to the development of health care navigators. These will be responsible for helping patients access the right NHS service.  One of the partners has undertaken to enquire at Outwood Park Medical Centre as to how they run their coffee mornings.  There is at present significant pressure on appointments, as we have a number of clinicians on annual leave or sick leave. Furthermore, the GP registrars have not yet begun seeing patients.  A Health and Well-Being Co-ordinator from St George’s briefed on the work of St George’s. |  |
| 3 | **Update on Work Strands**  No work strands are currently in progress. |  |
| 4  4.1 | **New Work Strands**  The call-in boards were discussed. A PPG member suggested that what appears on the call-in boards might benefit from a review, as parts appear to be irrelevant. 3 PPG members volunteered to review the call-in board presentations. A PPG member also suggested that the call-in boards used to make a sound when a patient was called in, but this no longer appears to be working. The chairman explained that due to the problems we have had with the call-in boards since May, this is not working at the moment, but efforts are being made to rectify the situation. |  |
| 5  5.1  5.2 | **Patient Suggestions**  Two suggestions were received from patients indicating that the telephone system is still not working successfully. The chairman undertook to review the number of members of staff answering the telephones at peak times. This led on to a discussion of how appointments are used and staff roles. Two PPG members suggested that the letters that are sent out by the practice asking patients to make appointments to see a clinician should be amended to give more information, so that appointments are not inadvertently wasted by GPs not knowing why a patient has come to see them.  A patient also requested a brighter light in the men’s toilet in the waiting room. The chairman and Operations manager explained that the blue ultraviolet light is used to prevent drug users from injecting themselves in there. A PPG member suggested that the bulb should not be quite as dark as it is, and so we may need a new bulb. | **Action – Chairman to review the number of staff answering telephones at peak times.**  **Action – Chairman to review the results letter.**  **Action – Chairman to change bulb.** |
| 6  6.1  6.2  6.3  6.4 | **News from the Practice/CCG/DoH**  Prime Minister’s Challenge Fund – the survey of patients has now been carried out. Although the results have not yet been announced, it looks unlikely that Lupset has been successful in its bid to host the out of hours service. The chairman passed on the thanks of the PMCF team to a PPG member for her help in the survey.  The Family and Friends Test is to be introduced into general practices. It has already been used in hospitals.  Two PPG members briefed the PPG on the Patient Representation Group education meeting that took place on Wednesday 9th July. No minutes are as yet available, but both members reported that they did not consider the meeting to be particularly useful, and that it was probably too long.  A new health care assistant has been employed. She will work Mondays and Fridays, and replaced a previous one. A new receptionist has also been appointed replacing one who has left. |  |
| 7  7.1  7.2 | **Charity Update**  The Salvation Army has received its donation.  The Operations manager nominated an individual for a donation. He is running a number of marathons across the country to raise money for a Macmillan nurse for the local area. The PPG agreed to donate £500 to this fund. |  |
| 8  8.1 | **News from the Patient Network Group**  The next meeting of the Patient Network Group will take place on Wednesday 24th September, 2014. |  |
| 9 | **Pharmacy News**  No pharmacy representative was present. |  |
| 10  10.1  10.2  10.3  10.4 | **AOB**  A PPG member reported that there is a new shuttle bus operating between Dewsbury and District Hospital and Pontefract General Infirmary running hourly.  A PPG member enquired as to what the cover arrangements were for the phlebotomist when she is on leave? The chairman explained that the phlebotomist is covered by the health care assistants.  The Health and Well-Being Co-Ordinator asked if members of the PPG were aware of Health Watch. Most members are aware.  A PPG member informed the group that his wife has completed her bicycle race. |  |
| 11 | **Date and Time of Next Meeting**  Wednesday 24th September, 2014 |  |