MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP HELD ON MONDAY 27 MAY 2015, AT 13:45

**Present:**

Chairman, Senior Partner, Acting Secretary and 10 PPG members were present.

**Apologies:**

3 members sent their apologies.

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| **Item** | **Description** | **Action** |
| 11.1 | **Welcome** Welcome and thanks from Chairman. Senior Partner attended the meeting and gave his apologies for not being able to attend any previous ones. He thanked all PPG members for the hard work and commitment they have shown; all their good work has been noticed and the Lupset Patient Group is recognised as one of the best and most influential within the CCG. He also discussed the Network and mentioned that things are going well in Network 6. He informed PPG members that the Prime Ministers Challenge Fund is to be augmented with something similar called the ‘Vangard Scheme.’ There are 29 of these across England and out of the 260 applications, 2 were successful in Wakefield.   |  |
| 22.1 | **Minutes and Matters Arising**The PPG agreed that the minutes were an accurate record. |  |
| 33.1 | **Friends and Family Test** Although we are still receiving responses, these have slowed down to approximately 5 a month. In April, there were two responses who said they were ‘Extremely Unlikely’ to recommend the Service they received at the Practice. This was due to the availability of appointments.See 7.1. |  |
| 44.14.24.34.44.5 | **Update on On-Going Work Strands**PPG Notice Board: The PPG Notice Board is now up and running. There are various things advertised on this including “You said.. We did..” which was suggested by PPG members in a previous meeting. There was also a suggestion to include some information about a PPG member and the Chairman attending the National Awareness Week. Video consultations: As previously mentioned, there were a couple of faults with this therefore it has been put on hold. This isn’t working very well throughout Network 6 and at the moment Chappelthorpe Medical Centre has taken it on in an attempt to resolve the issues. New Appointment System feedback / Care Navigation: On the whole, the feedback received regarding the new appointment system has been positive. Due to patients being navigated to other health care providers better suited for their symptoms, there have been more appointments available. SystmOnline: In an attempt to further increase the amount of patients signed up with the online system, appointments have been made available purely for online booking use only. Patient Newsletter: There was a long discussion regarding the staff answering the phones on the morning. A PPG Member mentioned that when she came to make an appointment she was dealt with but before the patient after her was dealt with, the Receptionist picked up the phone. Chairman explained that this was how the system now worked as there are very big queues on the telephone lines so it was decided that there would be a rotation for those working at the front desk so patients at the Reception realised that we do try to answer the phones as efficiently as possible. PPG Member said she wasn’t aware of this and PPG member agreed there should be a sign stating this in Reception and also to include this in the Patient Newsletter.  | **Chairman to add information about National Awareness Week on the Board.** |
| 55.1 | **New Work Strands / Patient Driven Initiative** No New Work Strands as there are currently many Ongoing Work Strands.  |  |
| 66.16.2 | **Patient Suggestions** Chairman briefed about a comment that had been posted on the NHS Choices page. The patient had left a name and so the Chairman attempted to get the contact details of the patient so that he could call and request a meeting to discuss the adverse comments. When attempting to retrieve the record he realised that the patient had left the practice approximately 12 years ago and was very confident that the patient would never return as a patient. He therefore contacted NHS Choices mediation team with this information and they agreed to remove the post.All of the other posts / comments were discussed and these were largely very positive.  |  |
| 77.17.27.37.47.5 | **News from the Practice / Network / CCG / DH**Staffing Issues: Dr Kolar has handed in her resignation and has now left the Practice. She is to be replaced by Dr Sharman who is currently one of the registrars as the Practice. Dr Hammersley is leaving at the beginning of June and Nurse Practitioner Paula has also left. At the moment these spaces are being filled with locums, however these are relatively expensive and the whole clinics cannot be replaced like for like . The Surgery is in the process of looking for replacements, but these aren’t expected to start until August or even September. PPG Week in June: A PPG member and the Chairman have both been invited as speakers to a PPG event in June. Chairman showed PPG members the Powerpoint presentation he will be giving. It talked about the key achievements and involvements of the Lupset PPG in: Patient Surveys, call screens, PPG Noticeboard, leaflets and various other things that the group have been involved in. PMCF Update: The Chairman spoke about how much the PMCF has helped and what we have achieved so far. This is all visible on the West Wakefield website. The Directory of Services has been a huge success with 18,000 page views since its launch. The next step is to have the Directory Of services available on Ipads and a kiosk in the Surgery waiting room so patients are able to use these and gain information about various services that are available and may be better suited to them. There are also the extended services appointments that are now available at Ossett Health Village. The PMCF has also allowed the care navigation to be a success with Receptionists being able to navigate suitable patients to opticians, PharmacyFirst, PhysioFirst, Social Care Direct etc. Furthermore, it has allowed the introduction of the Health Pod and also very recently the introduction of video consultations which is still a work in progress. Chairman then went on to explain about some new services such as pharmacy support services to carry out Medication Reviews for patients in care homes as well as care homes being fitted with SystmOne so GP’s are able to write up the consultations whilst they are with the patient instead of when they get back to the Surgery. Another service that was discussed was ‘Connected Homes’ which is something that has been introduced in an attempt to ensure that the elderly are safe within their homes.  |  |
| 88.1 | **Charity Update**There has now been enough money raised so £500 was given to BlueBell Wood, a charity for children with terminal illnesses with no government funding.  |  |
| 9 | **Pharmacy News**No pharmacy representative was present. |  |
| 1010.1 | **News from Patient Network Group** There has not been another PNG meeting since the last PPG Meeting.  |  |
| 1111.111.211.311.411.5 | **AOB**A PPG member informed others that the Expert Patient Programme had another meeting and brought some leaflets along to hand out. These were ‘Books On Prescription’ and ‘Shape your weight’ which gave lifestyle and nutritional advice. A PPG member suggested a stand with pockets to hold leaflets in for the Waiting Room are. She has seen these in Prospect Road Surgery and said they made the desk look a lot clearer. Also within the patient newsletter she suggested the addition of what is needed in a basic First Aid box for patient information. This is already available on the website but would be a good idea to also be included within the leaflet. A PPG Member informed members that it is “National Volunteers Week” next week and invited members to a little party that they are having to celebrate this at St George’s. A PPG Member discussed the Friends and Family Test questionnaires and that Pinderfields Hospital are not giving these out. Recently, she was invited as part of a larger group to carry out an audit at the Hospital. It was found that the Hospital is a lot cleaner than when the last audit was carried out. It was agreed that the food was hot and tasted better too. A PPG member asked why ID has to be provided in order to obtain an Online Booking form with your booking details on. Chairman explained that this is a contractual obligation for NHS England. She also stated there was a problem trying to book a same day appointment online although she was logged on at 8am. \*This has been reviewed and we found that online appointments are working well and same day appointments are showing up online. Furthermore, the times between the computer and the phones are accurate as well.  | **DS to put this on website.**  |
| 1212.1 | **Date and Time of next Meeting**  The next meeting will take place on Wednesday 3 July at 1.45. Doors open from 1.30 for refreshments. |  |