MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP HELD ON TUESDAY 11TH AUGUST

**Present:**

Chairman, Acting Secretary, 9 PPG Members, an associate from the Care Navigation team

**Apologies:**

3 PPG Members

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| **Item** | **Description** | **Action** |
| 1 | **Welcome** |  |
| 2  2.1  2.2  2.3 | **Minutes and Matters Arising**  The PPG agreed that the minutes were an accurate record.  Chairman has spoken to chemist regarding having a representative come to PPG meeting.  Chairman has spoken to GPs regarding coffee morning; they are concerned regarding health and safety with hot drinks but welcome the idea of informative sessions. Discussed having care navigators to promote services the surgery has to offer as an alternative. | **Chairman to continue to speak to chemist regarding attending meeting.**  **Chairman to liaise with relevant departments to sound out opinions** |
| 3  3.1 | **Friends and Family Test**  In July we did not receive as many responses however all were positive. We have so far received 1 response in August which is negative; this is due to the appointment system. We are working on improving this, see 7.1. |  |
| 4  4.1  4.2  4.3  4.4 | **Update on On-Going Work Strands**  Care Navigation  An associate from the Care Navigation team attended the meeting to update the PPG on what next steps we will be taking to better care navigation. The surgery will shortly be introducing kiosks as well as care navigators, which the patients can use to see the West Wakefield website.  2 representatives from Arthritis Care attended the meeting to discuss their service. They offer a service where they have regular drop ins at surgeries where patients can speak to arthritis champions and receive additional support and information. The PPG members agreed this would be useful to have at the surgery.  The representatives also offer Dementia Friend training. Everyone agreed this would be useful for the reception and admin staff to have due to the surgery becoming a ‘Safer Place’ see 7.2  Patient Newsletter  The newsletter was viewed and the PPG members were happy with it. | **Chairman to help anyone wanting to be a care navigator on how to use the tablets**  **Chairman to arrange a date and time with Arthritis Care**  **Chairman to arrange with representatives**  **Chairman to publish** |
| 5  5.1  5.2  5.3  5.4  5.5  5.6  5.7  5.8  5.9 | **New Work Strands / Patient Driven Initiative**  Healthwatch Young People’s GP Access Report  This is aimed at young people aged between 11-16 and 18-24.  To raise awareness that young patients can come to surgery alone if they don’t want to discuss their visit with their parents/guardians, it was agreed that this information should be displayed on the call board or on a poster.  Young male patients may feel uncomfortable speaking to female reception staff, it was agreed that where possible to have a male member of staff speak to any male patients who are struggling to discuss their complaint.  The PPG agreed that it would be best to speak directly to the school for suggestions and find out exactly what services the young patients want the surgery to offer.  GP Survey Report  After viewing the GP Survey Report, it showed that the surgery needed to work on lack of appointments, the phone lines not being answered quickly enough and waiting time.  The surgery is in the process of training 3 new GP registrars and 2 new nurse practitioners. To cover whilst the new members of staff are being trained, the surgery has 2 locum GPs (see 7.1)  During the busiest time, 8am – 8.30am, all reception and admin staff answers incoming appointment calls. However with more appointments becoming available, the surgery is hoping patients won’t have to call in at 8am to guarantee an appointment.  Although waiting time can be unavoidable, the surgery will be looking into ways which this can be improved and make the experience better for patients overall.  All Together Better  This has been deferred to the next meeting. | **Chairman to display this information in waiting room**  **Male member of staff to help when required. Chairman to advertise.**  **Chairman to speak to school for their input**  **Chairman to look into ways the experience can be improved** |
| 6  6.1 | **Patient Suggestions**  Chairman briefed about a comment that had been posted on the NHS Choices page. The patient had not left a name or contact details and when offered to come into surgery to discuss the patient did not respond. The PPG agreed that it may be useful for this patient to attend a meeting so they can see what the surgery has to offer. | **Chairman to offer this if the patient does contact the surgery or leave further feedback** |
| 7  7.1  7.2 | **News from the Practice / Network / CCG / DH**  Staffing Issues  2 Locum GPs will be covering while the new members of staff are being trained up. They will be working for 10 weeks and will have the same responsibilities as a salaried GP.  Wakefield Safer Place Scheme  This scheme has been set up to help vulnerable patients by providing them with a place where they can stay whilst one of their emergency contacts or the emergency services are contacted on their behalf. |  |
| 8  8.1 | **Charity Update**  There is none at the moment as the surgery has recently given a donation to Blue Bell Wood. | **Chairman to photocopy certificate for PPG newsletter.** |
| 9  9.1 | **News from Patient Network Group**  There is none at the moment; the next meeting is on the 16th September. |  |
| 11  11.1  11.2  11.3  11.4  11.5  11.6 | **AOB**  CQC  The CQC are coming around the Wakefield District in September, it was discussed that it would be useful for them to speak to some of the members of the PPG, if they do visit, to see what the surgery has to offer  Pilot Scheme by St George’s  St George’s is looking to have a new scheme which combines working well and healthier lifestyle choices. This will be something patients can self-refer to. They will keep us update.  A PPG Member raised the issue of the ladies toilet in the waiting room being out of order.  A PPG Member had concerns regarding the buzzer not working when the care navigators are helping patients. This is currently working; however it will be looked into immediately should the problem arise.  A PPG Member commented that the GP Survey Report may be over analysing the aspects of the surgery.  A PPG Member suggested increasing the length of the meeting to 2 hours from 1 and half. | **Chairman to arrange if the CQC arrange a visit to the surgery**  **Chairman to look into this**  **Chairman to look into should the problem arise** |
| 12  12.1 | **Date and Time of next Meeting**  The next meeting will take place on Tuesday 29th September at 1.45. Doors open from 1.30 for refreshments. |  |