MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP HELD ON WEDNESDAY 7TH JANUARY, 2015 AT 13:45

**Present:**

Chairman, Acting Secretary, 8 PPG members.

**Apologies:**

6 PPG members sent their apologies.

|  |  |  |
| --- | --- | --- |
| **Item** | **Description** | **Action** |
| 1.1 | Welcome and thanks from the Chairman. |  |
| 2  2.1  2.2  2.3  2.4  2.5 | **Minutes and Matters Arising**  The PPG agreed that the minutes were an accurate record.  The PowerPoint for the Family and Friends Test has been put on to the Call-in Boards in the waiting room. Chairman has sent the You-tube link for FFT to be put on to the Practice website so this is still in process. Information about SystmOne Online has been put on the Call-In Boards and also the website.  The Chairman has had many people come out in an attempt to fix the beeping sound on the Call- In Boards. It has now been established that there is a problem with the hardware and so it is closer to getting fixed.  Chairman and Acting Secretary agreed that the annual report regarding the PPG was too long to be sent out by post. It was agreed that a couple of copies would be printed out and then circulate around the members.  2 PPG members attended the Video Consultation Meeting that took place on 19th November. They informed PPG members that the feedback from both GP’s and patients on this new service was very positive. It will be used via ‘SkypeForBusiness’ which is a very secure link. | **Acting Secretary to print report.** |
| 3  3.1 | **Friends and Family Test**  Chairman informed PPG members that the FFT questionnaire has proved to be quite popular and some of the comments were shown. Out of 32 patients, 26 said they were extremely likely to recommend the Practice to people they know. |  |
| 4  4.1 | **Update on On-Going Work Strands**  No On-Going Work Strands. |  |
| 5  5.1 | **New Work Strands / Patient Driven Initiative**  No New Work Strands. |  |
| 6  6.1  6.2 | **Patient Suggestions**  There were three positive patient feedbacks thanking specifically a Dr, a nurse and also one of the GP registrars. One other suggestion was asking if the audible sound for the Call-In Boards could be fixed. The Chairman again explained that the Practice is trying their very best to get this fixed at the moment.  Chairman discussed with PPG members, the very negative comments that had been left on the NHS Choices website by an anonymous person. The Chairman said he would like to talk to this person and work through their complaint if he knew who it was as every complaint is thoroughly checked. The anonymous person commented on how the phones were permanently engaged sometimes for 9 hours each day, but this was technically not possible due to the queueing system. He also said that the lines were always busy and not answered. The Chairman explained how instead of two people on Reception and one answering the phones in the back, he has changed the hours of other people so they can come in early specifically to answer the phones. He went on to say although there were three separate comments they seemed to be from the same person, he has e-mailed NHS England to see if something could be done about this and is still waiting for a reply. PPG members agreed this was the right thing to do as the comments were much exaggerated. A PPG member asked if they could feedback to NHS Choices about their views on the comments and the Chairman said this would be helpful. |  |
| 7  7.1  7.2 | **News from the Practice / Network / CCG / DH**  Chairman briefed PPG members on changes to Out Of Area Registration implemented from 05.01.2015. If a new patient wishes to register with the Practice but lives outside of the boundary they may still be able to register with us, but it will not be a ‘normal’ registration. They may be able to register but not receive Home Visits / urgent care from the doctors at the Surgery as they are out of the boundary; this would be fully explained to them before they registered with the Surgery and each case would be considered on its clinical and geographical merits. If these patients then ever required a Home Visit this may be from a doctor that works in a Practice that is closer to them, depending on if that Practice have volunteered for the Service. On the other hand if an existing patient within the boundary moves outside of the boundary then they may be able to stay registered with the Practice. This would depend on many factors including how far they have moved and the Surgery would review the practicality of it. Due to so many factors affecting what kinds of registration an Out Of Area patient would obtain, it has been decided that this would be looked at on a case to case basis. Some PPG members failed to see why this would be a good idea. The Chairman explained that this would be suitable for those who live in one area, however due to their work spend a lot of their time in another. This new Service would allow them to register with a Practice that is closer to their place of work.  A PPG member said she had been seen in one of the Out Of Hours appointments on a Saturday evening which was very good. However, when she came out with a prescription there was no place she could go to get her medication as all the pharmacies within the area were closed. The Chairman asked her to give this back as feedback, as it was very useful. |  |
| 8  8.1 | **Charity Update**  £250 was given to Children In Need charity; therefore there was not enough money to make another donation at this meeting. |  |
| 9 | **Pharmacy News**  No pharmacy representative was present. |  |
| 10  10.1  10.2 | **News from Patient Network Group**  The last Patient Network Group took place in December. A PPG member talked about what was discussed in this meeting. A lady who is a part of Network 6 was present. She looked at low level Mental Health and discussed Health Inequalities Scheme as well as Smoking in Pregnancy. The figures show that these areas are a great problem at the Practice, due to the location of the Surgery. The Friends and Family Test was also discussed at the meeting. The PPG discussed how not everybody was positive about their Patient Participation Groups in their Surgeries and how they weren’t running as well as the one at this Practice. She told PPG members about a Survey that was available Online for Yorkshire Ambulance Service until 16.01.2015, if anybody was interested in completing this.  The Chairman briefed PPG members on the new NHS contract whereby the Surgery needs to raise Patient Awareness about SystmOne Online (called Sysmonline) and the services that are available online. Currently the services available online are booking appointments with Doctors and ordering repeat prescriptions; 17% of patients at the Practice are signed up for this service. From 31.03.2015, patients will also be able to see a summary of their record if they are signed up with the online service and the Chairman asked for ways this could be promoted. One PPG member was against promoting this service and he didn’t feel it was necessary to do so; however it is Patient Choice. Another member suggested that this would be good for the younger generation who are very used to the internet and it would be a good idea to promote to them. Members agreed that at the moment there is very little information and so more information regarding this would be needed before making decisions. Nevertheless, it is a contract obligation and something the Practice would have to take part in. |  |
| 11  11.1  11.2  11.3  11.4 | **AOB**  A PPG member bought up that there weren’t as many on the day appointments seen Online as there used to be, even if it is at 8am when all the appointments are opened up. The Chairman wasn’t aware of this problem and said he would look into this.  A PPG member discussed the Expert Patient Programme which she attended for the full 6 weeks. Last time the PPG meeting was held, she had attended two of the Expert Patient Programme and the feedback wasn’t as positive as it wasn’t very organised. She told PPG members that since then the programme has improved, and has covered lots of important areas. She suggested it would be well worth the doctors recommending it to patients as they are more likely to attend this way, although it is also possible to self-refer to the programmes. The PPG member said she learnt to manage her problems, for which before she would have come to see a GP. Due to her completing the 6 weeks, she is now also able to volunteer and help those that are new to the programme.  One PPG member volunteered as a translator if required. The Chairman explained that due to the medical nature of what the Practice does, this would not be acceptable. It would be risky, as something may be translated incorrectly; this could then escalate further.  PPG members asked when the Senior Partner would be available to attend a meeting as he hasn’t been present for quite some time. The Chairman said he would speak with him to see if he can be available for the next one. | **Chairman to review the online system.**  **Chairman to discuss with senior partner.** |
| 12  12.1 | **Date and Time of next Meeting**  The next meeting will take place on Tuesday 3rd March 2015 at 13:45. |  |