MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP HELD ON TUESDAY 7TH JANUARY, 2014 AT 13:45

**Present:**

14 PPG members were present

**Apologies:**

3 apologies received

|  |  |  |
| --- | --- | --- |
| **Item** | **Description** | **Action** |
| 1.1 | Welcome and thanks from chairman. A new virtual member (who will not attend PPG meetings) has been added.  |  |
| 22.12.22.3 | **Minutes and Matters Arising**It was agreed that the minutes of the last meeting were a true and accurate reflection of what took place. Apologies for the previous meeting were recorded from a PPG member.The chairman now has access to the NHS Choices website, and has now responded to the comments that have been left there.The chairman discussed the email received from the Health and Social Care Information Centre in response to a query from a PPG member as to how data extracted from patient records at the surgery will be used. The HSCIC confirmed that only anonymised data will be sent to other non-NHS organisations, such as pharmaceutical companies. The HSCIC is an NHS organisation, and as such will have access to demographic details (NHS No. & Post Code). Another PPG member presented a critical article on this issue from The Daily Mail which was made available to other members. |  |
| 33.1 | **Update on Work Strands**Patient SurveyThe survey is being rolled out over the course of this week. At present, 33 completed surveys have been returned, with our target being 325. The acting secretary gave a preliminary briefing on the results thus far. The areas of patient concern are the same as in previous years, namely access to appointments and the telephone system. A discussion ensued, with anecdotal evidence from a several members that the telephone system is still not operating effectively. The Operations Manager suggested reducing the number of options available in the automatic system. The chairman said that the surgery was willing to do this, but as there is a cost implication, we would have to be sure that the change was necessary. The chairman further explained that both he and the acting secretary have been working with the software in an attempt to extract some quantifiable data that would indicate where changes need to be made. Further analysis needs to be done before this can be presented.The other area that has emerged from the survey is that patients are generally unaware of what the PPG does. The PPG agreed that this was an area that needed to be looked at. The full results of the survey should be available by the time of the next meeting. | **Action – chairman to investigate anecdotal reports of the telephones still not working properly.** |
| 44.1 | **New Work Strands**PPG Information CampaignOn the basis of the first completed surveys, it was agreed that an awareness campaign would be a good line of work to pursue. The full results of the survey will give a fuller indication of the extent of the problem, many patients are not aware of the work the PPG does, despite the publication of the minutes and the information that is displayed on the website and in the surgery. The PPG suggested that a start could be made by placing a dedicated notice board in the reception area detailing the activities of the PPG. | **Action – chairman to look into provision of a notice board.****All members to think about what information should be made available on the PPG notice board.** |
| 55.15.25.3 | **Patient Suggestions**Two PPG members have suggested the provision of a hand rail along the corridors for patients who are unsteady on their feet. Two other PPG members enquired as to the availability of a wheel chair and whether this was advertised. The chairman and the Operations Manager confirmed that the practice does have a wheel chair, which is advertised. The PPG suggested that a hand rail would perhaps not be the best solution at the present time, but that efforts should be made to readvertise the availability of the wheel chair.The chairman offered thanks on behalf of the surgery for the large number of boxes of biscuits and sweets received over the Christmas season.The chairman has now replied to the adverse comments on the NHS Choices website. A discussion followed as to the merits of this system, as the surgery has had only five comments placed on the website, two of which have been negative, which has caused our rating to drop to 3.5 stars. The partners have requested that patients who have had positive experiences of the surgery should be requested to record these on the website.  | **Action – chairman to look at advertising the wheel chair for internal use only and must be used by a patient’s carer or accompanying person. Staff may not assist.** |
| 66.16.2 | **News from the Practice/CCG/DoH**A new health care assistant has been recruited.The Primary Care Local Improvement Framework will cease to operate at the end of March of this year. This is the scheme under which the nurse practitioner one of the nurse practitioners and half of the acting secretary’s wage are provided, with the express aim of reducing emergency admissions and A&E attendances. Both will continue to work at the surgery, but will now by paid by the partners instead of the CCG. |  |
| 77.1 | **Charity Update**At last count, there was £180.74 in the charity book fund. A PPG member suggested a new local charity called Respite Care for the Parents of Disabled Children. The PPG decided to let the total increase rather than make a donation at the moment. |  |
| 88.18.28.38.4 | **News from the Patient Network Group**The two PPG representatives to the Patient Network Group reported on the last meeting. The King Street Health Centre patient survey is still ongoing.The Electronic Prescribing Service is underway in Wakefield. The chairman informed the PPG that the surgery hopes to introduce EPS in the spring, to allow the prescriptions clerk time to settle back into her work.Outwood Park Medical Centre has received its CQC inspection. Due to the large number of practices that have been inspected in the Wakefield area, it is unlikely that any more will be approached in the near future.Meeting the Challenge, the Mid-Yorkshire Hospitals Trust plan for centralising A&E services at Pinderfields General Hospital has now been sent to the Secretary of State for Health to review. |  |
| 99.19.2 | **AOB**A PPG member has informed the chairman that the Boots Pharmacy next door has a new manager, and that it has been suggested that a pharmacy employee should be given time off to attend PPG meetings to encourage cooperation between the pharmacy and the surgery. The PPG signified its assent.Further to the discussion around the NHS Choices website and the patient survey, RB stated that less should not be expected of the surgery on the basis of our large patient population alone. The chairman and the PPG assented to this. | **Action - chairman to add Pharmacy points onto the agenda as a standing item.** |
| 10 | **Date and Time of Next Meeting**Wednesday 19th February, 2014 |  |