MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP HELD ON TUESDAY 21 NOVEMBER 2017, AT 13:45

**Present:** DS (chair and secretary), MC, JB, SW, ST, SS, GH, SI, BS, SP, ML, RB, SR

**Apologies:** YE, BD

|  |  |  |
| --- | --- | --- |
| **Item** | **Description** | **Action** |
| 1.1 | Welcome and thanks from DS. |  |
| 2  2.1  2.2  2.3  2.4 | **Minutes and Matters Arising**  The PPG agreed that the previous minutes were accurate.  The PPG agreed the amended winter newsletter. RB suggested that future newsletters should have some positive comments made by patients and all thought this was a good idea to “celebrate achievements”.  DS admitted that only one of the signs for room 23 had been put up and that we would chase up the one in the waiting room.  DS stated that the dementia ward had been in contact and that this would be discussed in the main agenda. | **DS to distribute.**  **DS** |
| 3  3.1 | **Friends and Family Test**  **FFT Responses from patients (incl. kiosk responses)**  Nearly all of the comments were very good. The one slightly negative comment was discussed but agreed no action required at this time. |  |
| 4  4.1  4.2  4.3  4.4 | **Update on On-Going Work Strands**  **Patient Newsletter**  Agreed that this could now be distributed.  **Dementia**  DS confirmed that the cheque for £250 had been made out to the specific dementia ward as confirmation had come back this would only be spent on clothes for dementia patients who don’t have their own when admitted. The hospital and the CCG wanted to publicise this and it was agreed that a PPG member should attend. It was agreed that SI was the best candidate for this as she could also promote the dementia café.  DS also confirmed that the dementia “pop up” clinic for the 1 December was nearly full already.  **Cancer**  DS stated that the Cancer UK worker had unfortunately cancelled the GP meeting on the 4 Dec and this would be rescheduled in the New Year. We are still handing out bowel screening cards and the Yorkshire Cancer Forum Newsletter is in the waiting room.  ST asked if she could have some promotional material for the screening programmes and DS agreed to contact CRUK. | **DS to distribute**  **DS to liaise with SI**  **DS to liaise with CRUK** |
| 5  5.1 | **New Work Strands / Patient Driven Initiatives**  DS said that the practice is looking at holding respiratory clinics on Monday evening for patients that find it difficult to make an appointment during the day. These would start in the New Year and he asked for the group’s comments. This initiative was unanimously warmly welcomed. | **DS to feedback to nurse.** |
| 6  6.1  6.2  6.3  6.4 | **Patient Suggestions**  The patient comments were reviewed.  One patient had suggested that the recorded message from Dr Sheppard should now be removed, as this had been heard by most patients and took too long. It was agreed to call the appointments line to test this. DS called with his phone on speaker. The menu navigation took 20 seconds and Dr Sheppard’s message took a further 30 seconds. The call was then answered within 10 seconds of the phone ringing. After discussion it was agreed that this should be retained, as there may be new patients that have not heard it and it does help.  One patient asked if more ‘book in advance’ appointments could be made available. This prompted discussion about the balance between book on the day (for acutely unwell) and book in advance (for follow ups or patients who needed to manage their appointments with work schedules). It was agreed that this was generally OK, but should be reviewed periodically.    DS briefed on triage and how this operated. This prompted a discussion on whether more telephone consultations could be more appropriate for certain patients.  A follow on discussion then looked at the proportion of book on line as opposed to book by phone / walk in appointments. Whilst opinion was divided on this it was widely accepted that if all appointments were treated truly as ‘first come first served’ then it did not matter how they were listed in the clinics. | **DS to discuss with GPs**  **DS to speak to GPs / admin** |
| 7  7.1  7.2 | **News from the Practice / Network / CCG / DH**  DS announced that from early December there was an NHS initiative to provide all England GP surgeries with WiFi. He explained that the idea was to encourage patients to manage their healthcare on line. There was a cautious approach to this by most, who wanted to ensure that security settings were tight enough to not allow misuse / abuse of this facility.  **Care Quality Commission**  DS thanked all those patients that had helped out with the recent inspection and apologised to those whose appointments had to be cancelled at the last minute. He stated that whilst the report was still awaited, the early feedback suggests that overall the practice appeared to have done well. | **DS to ensure security is tight.** |
| 8  8.1 | **Staff updates**  DS briefed that a new GPR (Dr I Laverty) had started on the 14th November.  AFTERNOTE: A second GPR (Dr H Sharpe) starts on the 4th December. |  |
| 9  9.1 | **Charity Update**  As previously reported the cheque presentation would be in PGH on Friday 24th November. Media coverage from CCG and MY. | **DS and SI** |
| 10 | **Pharmacy Updates**  Nothing to report. |  |
| 11 | **News from Patient Network Group**  Nothing to report |  |
| 12  12.1  12.2 | **AOB**  DS briefed that the results from the Pontefract General Infirmary survey had been analysed and as a result the A&E department would be staying open, but renamed as an Urgent Treatment Centre.  DS briefed that the CCG has asked practices to assist in a new initiative to help reduce expenditure. This would take the form of:   * Practices monitoring some lab test requests to ensure that only those that are clinically appropriate are requested. * Practices reviewing some medications prescribed to ensure that the most cost effect ones are used. * Practices liaising with patients who have been referred to secondary care, but not yet seen to see if the referral is still appropriate and if so can it be processed more effectively. |  |
| 13  13.1 | **Date and Time of next Meeting**  The next meeting will be on Wednesday 10th January 2018 at 1.45. Doors open from 1.30 for refreshments. |  |