MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP HELD ON WEDNESDAY 10TH JANUARY 2018, AT 13:45

**Present:** DS (chair and secretary), MC, JB, SP, SI, BS, ML, TJ

**Apologies:** YE, BD, RB, SW

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| **Item** | **Description** | **Action** |
| 1.1 | DS welcomed everyone for attending, and introduced TJ who is the Manager of the Boots Pharmacy. |  |
| 2  2.1  2.2 | **Minutes and Matters Arising**  The PPG agreed that the previous minutes were accurate.  DS said that the respiratory nurse welcomed the feedback and the evening respiratory clinics are due to start shortly. |  |
| 3  3.1 | **Friends and Family Test**  **FFT Responses from patients (incl. kiosk responses)**  3 comments were reviewed and all were good. |  |
| 4  4.1  4.2  4.3  4.4 | **Update on On-Going Work Strands**  **Patient Newsletter**  Suggested items for the spring newsletter are processing of prescriptions for both the practice and the pharmacy, the WiFi introduction in the surgery and further promotion of on line services.  **Dementia**  DS briefed on the donation at PGH. SP suggested that some photos be made available for the book sale. DS to send link to photos.  **Entries in Wakefield Express**  Note to patients about allowing time for prescriptions.  **Cancer screening programmes**  Work progressing well with a number of cards being issued. CRUK liaison ongoing with a view to a clinician education session in March. 18. | **DS to draft**  **DS** |
| 5  5.1 | **New Work Strands / Patient Driven Initiatives**  No new work strands other than evening respiratory clinic. |  |
| 6  6.1 | **Patient Suggestions**  The patient comments were reviewed. One very positive comment made in this period. |  |
| 7  7.1  7.2  7.3 | **News from the Practice / Network / CCG / DH**  The WiFi has now been installed and DS instructed the PPG on how to access this. SI voiced concern that this was an insecure network and that this could create issues for anyone using it. DS said that this was an NHS wide initiative and the T&Cs would reflect this. Patients therefore used the connection at their own risk. SP asked about use of mobiles in the waiting room and it was agreed that the signs should be amended to read that phones can be used providing the volume was turned down and they did not disturb other patients.  **Medicine Waste Strategy**  DS briefed on the CCG initiative to improve medicine safety and cut down on unnecessary ordering of medications. This entails “vulnerable” patients having their medication ordered by the community pharmacists, but all others ordering themselves. Whilst the PPG members supported any initiative to improve safety and cut costs they felt that the numbers at Lupset were quite small. DS to review the list of “vulnerable” patients who have asked for pharmacists to order on their behalf.  **Medication switches**  DS briefed on a CCG initiative to reduce expenditure on medication by swapping to a more cost effective generic medication where possible. The PPG members were supportive of this initiative. | **DS to amend signs**  **DS to work with TJ and other pharmacy managers.** |
| 8  8.1 | **Staff updates**  Having successfully completed her HCA apprenticeship Ana Mattacks has been offered a permanent position as a HCA. |  |
| 9  9.1 | **Charity Update**  It was agreed to allow the charity money to build up once more before deciding on the next beneficiary. |  |
| 10  10.1 | **Pharmacy Updates**  DS introduced TJ from Boots, who had nothing to report for this meeting. DS then prompted a discussion about promotion of on line services. TJ agreed that this was an excellent service that should be promoted to patients whenever possible. She agreed to have some promotion information on the counters. |  |
| 11 | **News from Patient Network Group**  Nothing to report |  |
| 12  12.1 | **AOB**  SP said that she had seen an elderly patient sitting in the waiting room for some time. After a lengthy discussion it was agreed that patients should bring such occurrences to the attention of staff who should intervene and assist the patients as appropriate. |  |
| 13  13.1 | **Date and Time of next Meeting**  The next meeting will be on Thursday 22nd February 2018 at 1.45. Doors open from 1.30 for refreshments. |  |