MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP HELD ON THURSDAY 22ND FEBRUARY 2018, AT 13:45

**Present:** DS (chair and secretary), MC, JB, SW, BS, BD, SS, GH

**Apologies:** ML, SR, SI

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| **Item** | **Description** | **Action** |
| 1.1 | DS welcomed everyone for attending and apologised for the last minute change of venue to the old District Nurses’ room. |  |
| 2  2.1 | **Minutes and Matters Arising**  The PPG agreed that the previous minutes were accurate. |  |
| 3  3.1 | **Friends and Family Test**  **FFT Responses from patients (incl. kiosk responses)**  There were only two responses but both were “likely”. |  |
| 4  4.1  4.2  4.3 | **Update on On-Going Work Strands**  **Patient Newsletter**  The draft newsletter was agreed, although SW did suggest putting the CQC rating and the charity fund on there. DS also suggested putting something about the HCA winning the award. It was agreed to keep the newsletter to 2 pages. NOTE: Due to space only the CQC and the HCA fitted so the charity will be added to the next newsletter.  **Entries in Wakefield Express**  Nothing to publish.  **Cancer screening programmes**  DS suggested that a link could be put onto the website advertising the newly introduced breast cancer support group on facebook. | **DS to distribute**  **DS**  **DS to await details.** |
| 5  5.1 | **New Work Strands / Patient Driven Initiatives**  Membership of the PPG was discussed as a husband and wife have asked to come on to the group. There are 17 members and 2 virtual members. Of the 17 members 12 regularly attend, 3 attend irregularly and 2 have not attended for a number of years. It was agreed that DS contacts the 5 who don’t attend to see if they wanted to be removed. He will then brief this at the next meeting where a decision on the virtual members can be made. | **DS to contact patient members.** |
| 6  6.1  6.2 | **Patient Suggestions and Comments**  The patient comments were reviewed. Several patients had complained about the phones being cut off. DS explained that this is a fault with the router and firmware which hopefully will be sorted this week. UPDATE: The engineer could not get here due to the weather and is scheduled for 2nd March.  DS briefed on proposal to add message to phone lines when routine appointments had been used up. Message to state this and ask patients to call back tomorrow unless the call was urgent for that day. This was agreed by PPG. |  |
| 7  7.1  7.2  7.3  7.4 | **News from the Practice / Network / CCG / DH**  The WiFi has now been installed and DS instructed the PPG on how to access this. Messages now ask patients to respect other patients and keep phones on silent. It was also suggested that the message should tell patients to look at the screens for calls to rooms.  **Medicine Waste Strategy**  DS briefed on the CCG initiative to improve medicine safety and cut down on unnecessary ordering of medications. Work was progressing, but was slow with many patients not willing to order their own medication. PPG agreed to endorse this work.  **Type 1 diabetic patients**  DS briefed that type 1 diabetics should attend the hospital clinic but some prefer to be seen in the surgery. As this is putting a strain on the existing clinics the surgery is going to write to these patients to inform them they must attend the clinic in PGH. The PPG endorsed this work.  **Patients who ‘Did not attend’**  Further to existing work undertaken by the surgery, DS briefed on the new process whereby we will call a patient who does not attend an appointment and request a reason for this. If a patient does not attend a second appointment we will write to them stating that if they DNA 3 appointments in 12 months we will remove them from the surgery due to a break down in GP / Patient relationship. | **DS to amend.**  **DS** |
| 8  8.1  8.2 | **Staff updates**  MP was nominated for the Healthcare Practitioner of the year award for the district and DS was delighted to announce that she won first prize. This means that she is now through to the regional finals in March. We wish her the best of luck.  DS briefed on a number of staff absences including GPs and admin staff who have been off work with viral illnesses. He also said that the prescription clerk will be on maternity leave for the next 12 months. He outlined the plans for cover during this time. |  |
| 9  9.1 | **Charity Update**  It was agreed to allow the charity money to build up to over £500 before deciding the next beneficiaries. |  |
| 10  10.1 | **Pharmacy Updates**  DS asked all PPG members to promote the on line ordering of repeat medication whenever possible. |  |
| 11 | **News from Patient Network Group**  GH briefed a number of items from the last PNG. |  |
| 12  12.1  12.2  12.3 | **AOB**  SW suggested that a “myth busters” type aid for using the phone to contact the surgery may be a good idea. It was agreed that DS would draft something for the next newsletter.  JB stated that text messages were not being sent for appointments booked on line. DS said he would look in to this.  SW also suggested that an item for a forthcoming newsletter could be a list of clinics held at the surgery. This was deemed a good idea and would be implemented over forthcoming newsletters. | **DS**  **DS**  **DS** |
| 13  13.1 | **Date and Time of next Meeting**  The next meeting will be on Monday 19th March 2018 at 1.45. Doors open from 1.30 for refreshments. |  |