MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP HELD ON THURSDAY 19 MARCH 2018, AT 13:45

**Present:** DS (chair and secretary), MC, JB, SW, GH, RB

**Apologies:** SP

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| **Item** | **Description** | **Action** |
| 1.1 | DS welcomed everyone for attending. |  |
| 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 was just one response which was highly unlikely and DS explained this was linked to an ongoing complaint. |  |
| 4  4.1  4.2  4.3 | **Update on On-Going Work Strands**  **Patient Newsletter**  Nothing to report.  **Entries in Wakefield Express**  Nothing to publish.  **Cancer screening programmes**  DS still awaiting details of link to FB page. | **DS to chase up.** |
| 5  5.1 | **New Work Strands / Patient Driven Initiatives**  The membership was discussed. DS had managed to get hold of SD who formally resigned from the group, but at the time had not managed to get hold of LH (**Afternote**: he has since spoken to LH who has stated he would like to stay on the group if possible).  The group agreed that DS should write to the wife and husband who have requested membership to suggest that one of them can be a virtual member until further availability is confirmed. | **DS to write** |
| 6  6.1  6.2 | **Patient Suggestions and Comments**  DS updated on the issue with the phones. The router has now been replaced so that should stop the phones cutting off. We have also replaced the queue prior to 8am with a simple message to state the surgery is closed and to call back after this time.  DS briefed on the agenda item from SP about reviewing medication. It generated some interest but it was agreed that this should be deferred to the next meeting when SP was in attendance. |  |
| 7  7.1  7.2 | **News from the Practice / Network / CCG / DH**  DS and GH briefed on TRISH (The Referral and Information Support Hub) which is a CCG based team who liaise with patients to assist them when referred by a GP. Both briefed there have been some issues with the hub’s introduction, but hopefully these have now been sortede. DS also briefed on the GP’s aide to referrals OSCAR (On-line Support and Clinical Advice Resource)  **Waterton Road Hub**  DS briefed the Waterton Road Community Hub is now available for Lupset Health Centre to refer patients to its services. The type of patients that can be referred are usually elderly, frail or infirm and are socially isolated. |  |
| 8  8.1 | **Staff updates**  DS briefed that the staff absences are slowly getting better. He said that the surgery is interviewing for 2 apprentices and 1 admin receptionist in the next week. |  |
| 9  9.1 | **Charity Update**  It was agreed to allow the charity money to build up to over £500 before deciding the next beneficiaries. DS also asked for suggested beneficiaries. |  |
| 10  10.1 | **Pharmacy Updates**  DS briefed on the CCG initiative to improve medicine safety and cut down on unnecessary ordering of medications when patients use 3rd party ordering. Work is now complete on the local pharmacy ordering and has moved on to national companies such as Pharmacy2U. |  |
| 11 | **News from Patient Network Group**  GH briefed a number of items from the last PNG. |  |
| 12 | **AOB** |  |
| 13  13.1 | **Date and Time of next Meeting**  The next meeting will be on Tuesday 1st May 2018 at 1.45. Doors open from 1.30 for refreshments. |  |