MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP HELD ON TUESDAY 5TH JUNE 2018, AT 13:45

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

**Apologies:** RB, YE

|  |  |  |
| --- | --- | --- |
| **Item** | **Description** | **Action** |
| 1.1 | DS welcomed everyone for attending. He apologised for the confusion over the date of the previous meeting. |  |
| 2  2.1  2.1.1  2.1.2  2.1.3 | **Minutes and Matters Arising**  The PPG agreed that the previous minutes were accurate. The following were matters arising:  The newsletter has not yet been completed due to DS being away. He stated he would have it finished and send out with the minutes. SI said that she thought the Community Anchor was to be included and DS confirmed this was the case. The meeting agreed that the newsletter should be retained to 2 sides of A4 and any outstanding items could be moved on to the next issue.  The meeting discussed the use of local surveys now that the FFT has ceased. This was seen as a good idea, but possibly for more patient education things to gauge how much information patients know (about the GP care access, appointments system etc).  This then lead to a discussion about the nurse led triage service within Trinity Health. DS said that this would need to be brought up at the next Federation Meeting. | **To be discussed at future meetings.**  **DS to feed back** |
| 3  3.1 | **Friends and Family Test**  No responses to discuss. |  |
| 4  4.1  4.2 | **Update on On-Going Work Strands**  **Patient Newsletter**  As above the newsletter should be sent to the PPG members for comment and include as many of the items as possible:   * Details of number of GPs working at the surgery. * Details of the number of appointments available. * A short explanation of the new telephone system. * Details of the new community anchor coach. * A day in the life of…. An ongoing summary of various roles within the practice, what they do and how they make a difference.   **Entries in Wakefield Express**  Nothing to publish. | **DS to distribute.** |
| 5  5.1  5.2 | **New Work Strands / Patient Driven Initiatives**  Membership of the PPG was discussed. It was agreed that if the number of members attending remained low that DS should invite one or two virtual members on a rotational basis.  This led to a discussion about members who cannot attend regularly. There was a view that members who intend to return should be allowed time, but DS should call regular non-attendees to ascertain their intentions. | **DS to invite virtual members**  **DS to call** |
| 6  6.1 | **Patient Suggestions and Comments**  DS briefed on two negative comments on NHS choices, both by the same patient who had put his name to both. DS had called the patient and had a very productive discussion about the appointments system, demand versus capacity and access. The patient had suggested that GPs and nurses appointments could be split on the menu. This may reduce patients requesting a routine practice nurse appointment being in the same queue as those requesting GP appointments. After some discussion it was agreed that DS should speak to the partners and the telephone provider about trialling some system.  . | **DS to implement.** |
| 7  7.1  7.2  7.3  7.4 | **News from the Practice / Network / CCG / DH**  DS briefed on the General Data Protection Regulations (GDPR) and demonstrated the documents on the web. It appears that one of the links is not working and this will be rectified.  DS briefed on the recent fire in the male toilets in the waiting room. It was agreed to reduce the anti-social behaviour that the doors to the male and female toilets should be locked and that patients request the key from reception.  Marie Curie have requested to attend the surgery from the 13 – 15 June. This is to raise awareness of their activities and not to raise funds. However the members decided to donate £250 from the charity money. DS will coordinate the event with Marie Curie and the CCG.  RB had suggested that there may be a better way of selecting the date without shortening the time between meetings. After some discussion it was agreed that the meeting should be held in the 6th week after the previous meeting on a rotational basis Mon – Thur. Wherever possible this should be adhered to, but some flexibility may be required should none, or a very small proportion of those attending be able to make the next meeting. | **DS to contact webmaster** |
| 8  8.1 | **Staff updates**  DS stated that two of the apprentices had started work and were doing very well. One was training as a medical secretary and would replace the secretary that has used the ‘retire and return scheme’ to cut to one day per week. Another was training as a receptionist. The third did not start and therefore another was being recruited. |  |
| 9  9.1 | **Charity Update**  The members agreed to donate £250 to Marie Curie | **DS** |
| 10 | **Pharmacy Updates**  Nothing to report |  |
| 11 | **News from Patient Network Group**  No new points to brief as the meeting is tomorrow. GH did brief on a recent Primary Care event that she attended with a number of speakers. |  |
| 12 | **AOB**  There was no other business. |  |
| 13  13.1 | **Date and Time of next Meeting**  The next meeting will be on Wed 25th June 2018 at 1.45. Doors open from 1.30 for refreshments. The members agreed that if DS was unable to attend the meeting would be postponed until he was fit to do so. |  |