

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION  
GROUP HELD ON TUESDAY, 17<sup>TH</sup> JUNE, 2014 AT 13:45

**Present:**

10 PPG members were present

**Apologies:**

5 apologies were received

Item	Description	Action
1.1	Welcome and thanks from the chairman.	
2	<b>Minutes and Matters Arising</b>	
2.1	A notice board has now been cleared for PPG materials. The chairman invited members to suggest ideas for what should appear on it. A PPG member suggested that the results of the Every Contact Counts event at Ossett Health Village could be displayed. Another PPG member suggested that the results of the most recent patient survey could be displayed.	<b>Action - secretary to put the survey on the board. Chairman to look at the ECC event being added.</b>
2.2	The Operations Manager informed the group in response to a PPG member's query regarding the lack of internet appointments, that due to her absence the appointments had not been released for internet bookings that day. This was a simple oversight and we do not expect it to be repeated.	
2.3	The minutes were agreed to be an accurate reflection of the course of the last meeting.	
3	<b>Update on Work Strands</b>  No work strands are currently in progress.	
4	<b>New Work Strands</b>	
4.1	A PPG member suggested that there might still be some work to do on the issue of appointments wasted through patients failing to attend. The chairman informed the PPG that the text messaging service to remind patients of their appointments has now begun. Another PPG member suggested that the number of patients who did not attend could be broken down by type to see whether more nurses' appointments were wasted than doctors' for example. A PPG member also suggested that the figures could be	<b>Action – secretary to add the number of people removed from the practice list for repeatedly wasting appointments to the monthly DNA slide on the patient call-in board. Chairman to speak to the Wakefield Express local rep and also run a search</b>

	<p>advertised in The Wakefield Express. The PPG agreed that the surgery should look at toughening its stance on patients who frequently do not attend appointments, and should advertise the fact that it is able to remove people from its practice list who repeatedly waste appointments.</p>	<p><b>to ascertain the breakdown of DNAs by appointment types.</b></p>
5	<p><b>Patient Suggestions</b></p> <p>No patient suggestions were received.</p>	
6	<p><b>News from the Practice/CCG/DoH</b></p> <p>6.1 West Wakefield Health and Well-Being (the local clinical network) has decided that the best way to decide which practice should provide the premises for the out of hours component of the project, would be to conduct a survey of patients, asking them to which surgery they would be prepared to travel to see an out of hours doctor. Chapelthorpe Medical Centre and Middlestown Medical Centre have both removed themselves from the running on the basis that they are too far away and too difficult to reach by public transport. This leaves Orchard Croft Medical Centre, Prospect Surgery, Church Street Surgery and Lupset Health Centre as options. Although the format of the survey has not yet been decided, it will likely be done by asking people to rank these four surgeries in order of preference. Three PPG members volunteered to assist in carrying out the survey. The project team has also indicated an interest in having a patient representative on the team, both in the interests of transparency, and to gain a patient's perspective of the proposals.</p> <p>6.2 Further to the above, West Wakefield Health and Well-Being has also decided to have a patient representative attend their monthly meetings as and when a relevant topic is under discussion. This again serves the interests of transparency, and gives the network a patient's perspective. The meetings are held on the second Thursday in the month at Prospect Surgery, Ossett between 08:00-10:00 and are attended by practice managers and a representative G.P. from each practice. Volunteers should contact either the chairman or the secretary in the first instance.</p>	

<p>6.3</p> <p>6.4</p> <p>6.5</p> <p>6.6</p> <p>6.7</p>	<p>The Health Inequalities Scheme has now begun to operate. The Alcohol Intervention Worker is seeing patients, although they have not responded in the numbers we were expecting. In addition, some patients have responded negatively to the letters offering the service. The chairman showed an example letter that we have been sending to patients for their opinions. A PPG member pointed out that the tone of the letter could be interpreted as being accusatory, and that it might be a good idea to include an explanatory paragraph to make it clear that individual patients are not being singled out. Another PPG member suggested that awareness of the service could be raised through the medium of prescriptions. The Operations Manager explained that this will become more difficult as the Electronic Prescribing Service expands.</p> <p>The works to Room 9 have now been completed. The new room has now been numbered 9, and the old Room 9 is now Room 9A.</p> <p>The Every Contact Counts event at the Ossett Health Village is still to go ahead on 27/06/14 13:00-15:00.</p> <p>Non-virtual members of the PPG will have received a letter from NHS Wakefield Clinical Commissioning Group, inviting them to an event at White Rose House in Wakefield on 09/07/14. Members who wish to attend should inform NHS Wakefield directly using the form provided. The event is designed to explore how the clinical commissioning group can best support patient participation groups in practices.</p> <p>The Care Quality Commission has informed a number of practices in the area that they will be inspected over the next couple of months. Lupset has not as yet received notification, but we could do at any time. The chairman confirmed that members of the PPG would be willing to attend at short notice to discuss with CQC representatives their thoughts on the practice.</p>	<p><b>Action – secretary to review letter.</b></p>
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<p>7</p> <p>7.1</p> <p>7.2</p>	<p><b>Charity Update</b></p> <p>A further £313.08 has been accrued from the charity book sales. The chairman asked the group if they had any suggestions for charities to donate to, and presented the case of a young patient who is raising money to travel to abroad and work with poor children in schools. She originally contacted the surgery to enquire as to whether we had any disused toner cartridges that she could recycle, but the chairman asked the PPG to consider making a donation in addition. A PPG member also proposed a donation to his daughter who will be taking part in the French Tour de France to raise money for children injured in sports related accidents. A discussion followed as to the charity book sales aims and purpose. Another PPG member felt that as the PPG has decided previously that proceeds should be donated to local charities that would benefit local people, a donation would not be in agreement with these aims. A PPG member and others suggested that a commitment to local causes would not preclude donations to either of the suggestions made, as both did have a local connection, though the charitable causes they were in aid of would not directly benefit local people/patients.</p> <p>It was ultimately resolved that a decision on the young patient's charitable trip abroad would be delayed until the patient might address the PPG directly on what she hoped to do and to achieve. A vote was then taken on a donation in the amount of £100 to a PPG member's daughter's charity. The results were six in favour and two against.</p>	<p><b>Action – chairman to speak to patient and ask her to present her aims at the next meeting of the PPG.</b></p>
<p>8</p> <p>8.1</p>	<p><b>News from the Patient Network Group</b></p> <p>The next meeting of the Patient Network Group will take place on 18.6.14.</p>	
<p>9</p>	<p><b>Pharmacy News</b></p> <p>No pharmacy representative was present.</p>	

<p>10</p> <p>10.1</p> <p>10.2</p> <p>10.3</p>	<p><b>AOB</b></p> <p>The patient survey will be advertised on the PPG board, together with the totals accrued from the charity book sale.</p> <p>A PPG member requested that the surgery look at a GP presence for at least part of the PPG meetings in future.</p> <p>A PPG member also suggested the possibility of having coffee mornings in the Waiting Room. This is done at Outwood Park Medical Centre. The Operations Manager explained that this has been discussed before within the practice, but there were concerns over hot drinks and children being in close proximity. The chairman suggested cordoning off the children's play area in the Waiting Room and using that as an area for the coffee morning. These events could be used both to advertise the work of the PPG and to raise awareness of health related events taking place both within and without the surgery.</p>	<p><b>Action – chairman to enquire as to the availability of a GP to attend future meetings.</b></p> <p><b>Action - chairman to brief the Partners at the next meeting.</b></p>
<p>11</p>	<p><b>Date and Time of Next Meeting</b></p> <p>Wednesday, 13<sup>th</sup> August, 2014</p>	