

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION
GROUP HELD ON WEDNESDAY, 24TH SEPTEMBER, 2014 AT 13:45

Present:

8 members of the PPG and 3 guest speakers were present.

Apologies:

4 apologies were presented

Item	Description	Action
1.1	Welcome and thanks from the Chairman.	
2	Minutes and Matters Arising	
2.1	The PPG agreed that the minutes were an accurate record.	
2.2	The chairman has reviewed the number of people making appointments at peak times. See Staff Movements for further details.	
2.3	Chairman is in the process of reviewing the results letter.	
2.4	The light bulb in the male W.C. in the Waiting Room has now been changed.	
3	The Expert Patient Programme	
3.1	Two guests attended from South West Yorkshire Partnership NHS Foundation Trust. They gave a briefing on what the Expert Patient Programme involves and informed the PPG of how it would be beneficial to the patients. A PPG member volunteered to take part in the sessions provided and also another member if they were available.	
3.2	The guest speakers left some leaflets and posters which are to be put in reception, advertising and giving more information about the service. PPG members also suggested having a slide on the Call-In Boards with information about the service, as it would be more likely to be noticed by the patients.	
4	Update on Work Strands	
4.1	The acting secretary updated the slides on the Call-In Boards that were hard to see due to the colours/font size. He also took off the unnecessary slides and condensed information.	

5	New Work Strands	
5.1	No New Work Strands as the chairman suggested that there are many other work strands that are on-going at the moment. All agreed.	
6	Patient Suggestions	
6.1	<p>Four patient suggestions were received. Three complimented a number of members of staff for the way they dealt with patients; specifically a nurse and two of the receptionists.</p> <p>The last was a complaint about how far in advance appointments with a GP could be pre-booked. The patient wanted to see a single named GP and was willing to wait but wanted to be able to book appointments up to a month in advance. The chairman asked the PPG for their opinions on this. After some consideration, PPG decided against this as so many more appointments are missed when booked so far in advance.</p>	Chairman to feedback to patient.
7	News from the Practice/CCG/DoH	
7.1	The acting secretary presented slides regarding The Family and Friends Test. A PPG member said that this was poorly received by patients at The Patient Network Group. The chairman asked the group to consider other questions that may be asked.	
7.2	Another guest speaker gave a short presentation on the development of the role of Health Champion.	
7.3	As announced at the previous meeting, the acting secretary will be leaving the surgery at the end of September. He will be replaced by an existing member of staff. The chairman gave a personal thanks to the acting secretary; he has been a real help over the last few years and wished him the best of luck at his new post. Furthermore, the Operations Manager has decided to retire early and will be leaving at the end of October. A receptionist has also tendered her resignation to take up a new position at another surgery. This being the case, it was decided to undertake a	

7.4	<p>review of the Practice's management structure. This will involve the present Administration Manager becoming the new Office Manager with responsibility of both Admin and Reception which will merge into one. There will also be a new position of Senior Receptionist which an existing receptionist will assume upon the Operations Manager's retirement. She will be responsible of the day to day running of Reception. The chairman gave his thanks to the Operations Manager saying that she was an integral part of the Practice and would be irreplaceable.</p> <p>The chairman discussed the Soft Launch for the Prime Ministers Challenge. He explained about the new opening hours at Ossett Health Village, and how this would be closer to local patients compared with Trinity as an Out Of Hours Service. PPG members also suggested different ways of advertising this new service to make people aware. A PPG member briefed the other members about the Patient Network Meeting; it was told that one of the main reasons Ossett Health Village was selected for the Out Of Hours Service was due to them doing so well on the Dementia Friends Test.</p> <p>The chairman brought up more ways of reaching Patients; the SystemOnline service was suggested. At the moment 14% of our patients use this system; however in the future it may be used more widely depending on extra innovative services such as video consultations and emails that may be provided by the Health Centre as part of the Prime Minister's Challenge Fund. The chairman told PPG members about a workshop taking place on a Saturday in October where the new services, would be trialled on patient laptops, tablets and smart phones. A PPG member said she would be interested in going if not otherwise engaged.</p>	
8	Charity Update	
8.1	Due to the donations given last time, there wasn't enough money to make another donation.	

9	News from the Patient Network Group	
9.1	A PPG member mentioned how Kings Medical Centre PPG members joined the staff for one session of training (Target Day), which had very positive feedback.	
10	Pharmacy News No pharmacy representative was present.	
11	AOB	
11.1	A PPG member reported that there is a new shuttle bus, 113 operating between Dewsbury and District Hospital and Pontefract General Infirmary running hourly.	
11.2	A PPG member mentioned a PPG event taking place in Middlestown on Thursday 25 th September and invited all members to attend. She also mentioned that Age UK is now working at St. George's.	
11.3	Wakefield Hospice asked if they could sell merchandise to patients at the Surgery during Flu Clinics. The Operations Manager mentioned that Wakefield Carers also requested a presence to promote their service. It was agreed that both could attend.	
11.4	A PPG member queried why the Surgery phone number isn't listed in the Phone Directory and can only be found under 'Businesses.' The acting secretary then also mentioned how on Google the incorrect number was also showing, however on the Surgery's personal website all contact details were up to date and correct. The chairman said he would look into this.	Chairman to brief at the next meeting.
12	Date and Time of Next Meeting Tuesday 11 th November, 2014	