

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION
GROUP HELD ON TUESDAY 29TH SEPTEMBER 2015, AT 13:45

Present:

Chairman, Acting Secretary, 9 PPG Members, and an associate from the Care Navigation team

Apologies:

2 PPG Members

Item	Description	Action
1.1	Welcome and thanks from Chairman.	
2	Minutes and Matters Arising	
2.1	The PPG agreed that the minutes were an accurate record.	
2.2	A representative from the chemist has been asked to attend meeting but unable to attend this meeting, will continue to push chemist to attend.	Chairman to continue to invite
3	Friends and Family Test	
3.1	Chairman briefed on patient responses. Only one response this month, however this may be due to other surveys being conducted. The feedback received was positive.	
4	Update on On-Going Work Strands	
	<u>Care Navigation</u>	
4.1	<u>Healthcare Champions</u> The surgery is looking at having healthcare promotion, for illnesses such as arthritis and dementia, in the waiting room that will be able to provide patients with extra information and knowledge on local services available. The PPG members agreed it would be good to host a coffee morning when the Healthcare promotion staff are in to encourage patients to come in and have a chat. The initial one is set for 11 Nov and this is arthritis. It was agreed that the RBL could be invited in to the waiting room in the run up to 11 Nov to sell poppies and to promote their services.	The associate from the Care Navigation team to confirm this date and also contact about possible dementia date. Chairman to work with PPG Members to arrange initial coffee morning. Chairman to contact RBL
4.2	<u>Patient Newsletter (suggestions for Autumn Newsletter)</u>	

	<p>It has been suggested that the Autumn Newsletter includes details on the flu clinics, our polymorbidity nurse, the self-help kiosk, DNA appointments, appointment and telephone access issues, and our complaints procedure.</p> <p>The associate from the Care Navigation team suggested including the QR Code for the West Wakefield App.</p> <p>The Newsletter is currently distributed through patient letters and available in reception and waiting room. It was suggested that they are could be delivered to patients with the prescription delivery service.</p> <p>4.3 <u>Healthwatch Young People’s GP Access Report</u> Cathedral School has been contacted regarding ‘Healthwatch Young People’s GP Access Report’ but have showed little interest in the scheme. Chairman will allow them more time to respond but if not, will be in touch with Horbury School.</p> <p>4.4 <u>GP Survey Report – review outlying areas (telephone, appointments, waiting time)</u> The surgery is aware that the current appointment and telephone system isn’t working very well at the moment and this is something that we want to work on improving. Chairman and Acting Secretary will be looking into how other similar surgeries work their phone lines and appointments system and will be conducting a patient survey to see what patients want. It was discussed in the meeting that possible changes could be extended triage so that it is also run on an afternoon as well as on a morning and/or to have a Nurse Practitioner ‘drop in’ clinic for minor ailments.</p> <p>4.5 <u>All Together Better</u> ‘All Together Better’ is a scheme which trains people to become ‘Practice Champions’ who offer help to patients and use local knowledge. This is potentially something that may be introduced to surgery and an associate from the Care Navigation team was discussing what they do for the PPG to consider in the future.</p>	<p>Chairman to start newsletter and include suggestions and QR Code</p> <p>The associate from the Care Navigation to email QR code for inclusion</p> <p>Chairman to speak to Boots</p> <p>Chairman to wait response from Cathedral school and contact Horbury if required</p> <p>Chairman and Acting Secretary to contact other surgeries and conduct survey</p>
5	New Work Strands / Patient Driven Initiative	

5.1	<p><u>Seasonal Flu Campaign</u> On the 10th October, while we are having the flu clinic, the Health Pod will be outside the surgery offering advice on stopping smoking, weight loss/gain and screening people for heart conditions.</p>	
6	<p>Patient Suggestions</p> <p>6.1 There were 3 Patient feedbacks this month, all were positive and complimented their overall care from the surgery and one mentioned the polymorbidity nurse and how she makes booking appointments easier.</p>	
7	<p>News from the Practice / Network / CCG / DH</p> <p>7.1 <u>Staff Updates</u> The new Nurse Practitioners have settled in well and are helping out with Home Visits which is allowing us to offer more GP appointments. One of our registrar GPs will now be working for us as a salaried GP. Sadly, one of our Health Care Assistants is leaving the surgery, but will be replaced.</p> <p>7.2 <u>CQC Visit de-brief</u> The CQC were very positive about how the surgery runs and says we are a safe place, caring, responsive to patient/staff feedback, effective and well lead. We acknowledge that we do have problems with appointments, the telephone lines and appointment waiting times. We are looking into solutions for these problems, see 4.4, and the CQC appreciate that the issues are discussed at length in meetings. They also raised the issue with wheelchair access in the surgery. Chairman has looked into areas which need to be improved and will be contacting the landlord to make changes to improve the surgery.</p>	<p>Chairman to contact landlord and begin to make surgery more wheelchair friendly.</p>
8	<p>Charity Update</p> <p>8.1 The surgery is happy to announce we will be donating £100 to Falconi Hope. Falconi Hope is a charity that helps children with Falconi Anaemia, which is a genetic disorder which causes bone marrow failure and other complications in childhood and later in life. Please note that, due to wheelchair access issues, the Charity Book Stand will be moved elsewhere in the waiting room.</p>	<p>Chairman to donate from charity money</p>

9	<p>Pharmacy News</p> <p>No pharmacy representative was present.</p>	
10	<p>News from Patient Network Group</p> <p>10.1 A PPG Member briefed other PPG members about what was discussed in the PNG meeting.</p> <p>10.2 There has been an increase in self-harm and this is currently being looked into and they are working on improving this.</p> <p>10.3 They have asked for results on the Friends and Family tests but have not had any feedback</p> <p>10.4 There is currently a Diabetes report which is being worked on</p> <p>10.5 There is still an issue with hospital medication not including a instructions leaflet, this is being looked into by PALS and Healthwatch</p> <p>10.6 There was a complaint about a District Nurse patient being sent to the walk in centre to have leg ulcers dressed rather than being seen by a district nurse.</p> <p>10.7 Sight Aid has been to Network 3 and is offering to come to other practices to discuss what service they offer patients.</p> <p>10.8 There is still an issue with parking at Pontefract hospital for disabled patients as there is not enough spaces</p> <p>10.9 They are also looking into offering temporary blue badges for patients who has recently had hip operations and similar operations.</p>	
11	<p>AOB</p> <p>11.1 The display board in the waiting room contains too much information and is changing too quickly.</p> <p>11.2 Some cars are coming into the car park quite quickly, we are unable to enforce a speed limit but will raise the subject in the newsletter to make patients aware that they need to enter the surgery premises with care and caution</p> <p>11.3 When the PPG members host the coffee morning, official name badges will be required.</p>	<p>Chairman to look into waiting room display board and make it easier to follow</p> <p>Chairman to include in news letter</p> <p>Chairman to ensure badges are available for PPG members</p>
12	<p>Date and Time of next Meeting</p> <p>12.1 The next meeting will take place on Wednesday 4th November at 1.45. Doors open from 1.30 for refreshments.</p>	