

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION  
GROUP HELD ON WEDNESDAY 4<sup>TH</sup> NOVEMBER 2015, AT 13:45

**Present:**

Chairman, Acting Secretary, 8 PPG members, a Care Navigation representative

**Apologies:**

3 PPG members

Item	Description	Action
1.1	Welcome and thanks from Chairman	
2	<b>Minutes and Matters Arising</b>	
2.1	The PPG agreed that the minutes were an accurate record.	
3	<b>Friends and Family Test</b>	
3.1	Chairman briefed on patient responses. 5 responses in October, most were positive expect for 1 which was 'unlikely' due to opening hours and difficulty booking appointments at exact times/dates.	
4	<b>Update on On-Going Work Strands</b>	
4.1	<u>Care Navigation (Healthcare Champions (Patient Involvement))</u> When the tablet was shown to the patients in the waiting room, we got a mixed reaction of interest from people. Most prefer to use the kiosk which is already set up in the waiting room as it's much easier to use due to the size. West Wakefield is looking to employ more staff specially trained as Care Navigators and they are looking at updating the system to make it more informative.	<b>Chairman and secretary to distribute newsletter and keep record of how many sent out and methods.</b>
4.2	<u>Patient Newsletter (review Autumn Newsletter)</u> The members agreed the Newsletter was very informative. They suggests for future issues it may be worth keeping it shorter as this would be more appealing to patients.	
4.3	<u>Healthwatch Young People's GP Access Report</u> Chairman is still awaiting a response from Cathedral School; he will chase them again for a response. Chairman is also going to try Horbury school to see if they are interested in the scheme.	
4.4	<u>CQC Inspection – review outlying areas (telephone, appointments, waiting time)</u>	

**Chairman and secretary to distribute newsletter and keep record of how many sent out and methods.**

**Chairman to chase up response and contact Horbury School**

	<p>A member of the PPG suggested looking at the times selected for online booking as there doesn't appear to be as many as before and the times may need reconsidering. Chairman explained the amount of appointments given is due to the percentage of patients using the service, as the ones for online booking are specially embargoed. It was agreed that the current percentage is correct and should continue.</p> <p>The surgery is also looking at discontinuing the "2pm urgent extra" appointments and opening all appointments for the day at 8am. There is also going to be changes on the reception desk where one or two members of staff, who has undergone training in all fields, man the desk and the other receptionists working on that day answers the phones.</p>	<p><b>Chairman to implement new appointments system</b></p>
4.5	<p><u>Waiting room activity</u></p> <p>On the 11<sup>th</sup> November Arthritis Care will be in the waiting room talking to patients about the services they offer and giving help and advice. The surgery is looking at holding a coffee morning at a later date to encourage patients.</p>	<p><b>Chairman to arrange next coffee morning including refreshments</b></p>
4.6	<p><u>Waiting room refurbishment</u></p> <p>The surgery is looking to upgrade the chairs and carpeting in the waiting room to more hard-wearing chairs and lino flooring to help prevent infection spreading as they are easier to clean.</p>	<p><b>Chairman to order and arrange</b></p>
5	<p><b>New Work Strands / Patient Driven Initiative</b></p>	
5.1	<p><u>Seasonal Flu Campaign</u></p> <p>We have noticed a low uptake on the flu clinics this year. We suspect this maybe because of the pharmacies being able to offer the flu vaccination free of charge. This is something the surgery will be taking in to consideration next year.</p>	<p><b>Chairman to look into figures for future flu clinics</b></p>
6	<p><b>Patient Suggestions</b></p>	
6.1	<p>We have received 3 very positive feedbacks this month and one patient suggestion. One was very thankful for the care by both doctors and reception staff. Another complimented all staff on how helpful they are and how they go beyond expectations. The suggestion we received suggested that we have designated spaces in the waiting room for wheel chair users so that they are not feeling like they are in the way.</p>	<p><b>Chairman to take into consideration when implementing new floor plan</b></p>
7	<p><b>News from the Practice / Network / CCG / DH</b></p>	
7.1	<p><u>Staff Updates</u></p> <p>3 new apprentices have started at the surgery. 2 will be helping out on reception and admin whilst the other, who is at school-leaving age, will be in admin. They are all being trained in all areas of admin and reception.</p>	<p><b>Office manager to ensure training is done in all fields for staff</b></p>

8	<b>Charity Update</b>	
8.1	The surgery hasn't donated to charity this month as we are waiting until the money builds up to a larger sum. So far the surgery has donated over £4,800 to different charities.	
9	<b>News from Patient Network Group</b>	
9.1	There has not been a recent Patient Network Group meeting since the last PPG Meeting.	
11	<b>AOB</b>	
11.1	No other business was raised.	
12	<b>Date and Time of next Meeting</b>	
12.1	The next meeting will take place on Monday 14 <sup>th</sup> December at 1.45. Doors open from 1.30 for refreshments.	