

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION
GROUP HELD ON WEDNESDAY 20TH APRIL 2015, AT 13:45

Present:

Chairman, Acting Secretary, 10 PPG Members

Apologies:

5 PPG Members

Item	Description	Action
1.1	Welcome and thanks from Chairman.	
2	Minutes and Matters Arising	
2.1	The PPG agreed the minutes were an accurate record of the previous meeting.	
3	Friends and Family Test	
3.1	During April, the surgery received 2 'Friends and Family Test' feedback forms. One was very positive stating that the surgery had "really, really friendly staff. Calm and confident" and "Good appointment availability". The other was negative due to a lack of appointments available and suggested that the surgery stops taking on new patients.	
4	Update on On-Going Work Strands	Secretary to draft summer newsletter
4.1	<u>Care Navigation</u> A member from the Care Navigation team attended a recent staff target day and has provided the surgery with figures of how Care Navigation has developed over the past few months. Since the beginning of this year, the admin and reception staff has offered an alternative service to nearly 1000 patients and 60% of these were accepted. This has increased the number of appointments available to patients.	
4.2	<u>Patient Newsletter (discuss Summer edition)</u> The PPG agreed the next edition of the newsletter needs to be ready for distribution by June 2016. The newsletter is to feature a positive take on appointments which have been attended as opposed to discussing appointments which were not attended, more information on Care Navigation and why it is done and also information on St Georges Community Centre. As it is a newsletter designed for the patients, the PPG want patient feedback so that they can develop and improve future issues.	
4.3	<u>Surgery information on Google</u>	
4.4	The information previously on Google for the surgery was incorrect and this has caused patient upset due to them ringing an incorrect number. However, after being contacted by Google, Chairman has been able to update the surgery	

	<p>details.</p> <p><u>Healthwatch Young People’s GP Access Report update</u> <u>Update from Schools</u></p> <p>Sadly, we have not had any further correspondence from the schools regarding being involved in improving the services we have to offer for their students. The PPG agreed to wait until the new WPPC young persons’ accreditation before proceeding.</p> <p><u>Young Persons Noticeboard</u></p> <p>The surgery is looking into installing a new noticeboard in the waiting room aimed at young people and services they would benefit from, whether this is the sexual health clinic or websites such as ‘Kooth’ which discuss mental health. To make the notice board appeal to young patients, a PPG member suggested speaking with the Youth Group leader at St Georges who works closely with the youth group at St Georges. It was suggested that the notice board is titled “Young Persons guide to...”</p> <p><u>CQC Inspection – review outlying areas</u></p> <p>Previously, it was discussed that there has been a longer wait time at reception due to only one member of staff being present. Chairman has combatted this issue by ensuring the office has an additional receptionist who can quickly come out and cover any busy periods.</p> <p>A recent ‘Demand versus Capacity’ audit, which was conducted by the surgery, shows that between 75 to 100% of patients who have requested to see a specific doctor has seen that doctor on the day. The next audit will be discussed in more detail at a future meeting.</p> <p><u>Waiting room activity/involvement</u></p> <p>Whilst distributing the Spring Newsletter, a PPG member had a lot of patient feedback. One patient requested a disk version as they were visually impaired, another asked for the posters on the doors leading into the waiting room to be removed so it’s easy to see anyone at the other side and one complaint regarding the lighting in the toilets. (See 4.9 for work to do to improve toilets in the waiting room).</p> <p><u>Waiting room refurbishment</u></p> <p><u>Patient toilets</u></p> <p>Chairman has looked into ways to make the current blue lighting brighter and improve visibility in the toilets, however this has been unsuccessful. After some discussion, chairman is going to be looking into changing the lighting in the toilets back to normal white lights, as they no longer are an effective way of hindering patients using the toilets inappropriately.</p> <p>As there is still an issue with the toilet roll being stolen from the men’s toilet, to the extreme of the thief using force to detach the toilet roll holder from the wall, the surgery is looking into changing the type of toilet roll used and</p>	<p>Chairman to contact St Georges Youth Group leader</p> <p>Secretary to produce a large print version of the newsletter.</p> <p>Chairman/ Secretary to move notices from doors</p> <p>Chairman to make changes to lighting</p> <p>Chairman to look into further</p> <p>Chairman to contact</p>
4.5		
4.6		
4.7		
4.8		
4.9		
4.10		
4.11		

	<p>potentially keeping the toilets locked and regularly checked. This was agreed by the PPG</p> <p><u>Entries in Wakefield Express Community</u></p> <p>There has been no actions made since the previous PPG Meeting, chairman will be contacting Wakefield Express regarding having surgery updates in the newspaper.</p>	
5 5.1	<p>New Work Strands / Patient Driven Initiative</p> <p><u>DNAs</u></p> <p>At the previous PPG Meeting it was discussed that patients who did not attend an appointment would be sent a letter explaining the services the surgery has to offer to make cancelling appointments easier. The PPG were happy with the letter written by secretary and it will be distributed, along with the Spring Newsletter, to patients who have recently had a DNA.</p>	Secretary to distribute letter
6	<p>Patient Suggestions</p> <p>Please see section 4.8 and 4.9.</p>	
7 7.1	<p>News from the Practice / Network / CCG / DH</p> <p>The surgery now has to follow the guidelines set out by the 'Wakefield Practice Premium Contract'. The implementation of this contract will see an improvement to patient care.</p>	
8 8.1	<p>Staff updates</p> <p>Due to the success of the Admin and Reception Apprentices, the surgery is looking to take on a new Health Care Assistant Apprentice.</p>	
9 9.1	<p>Charity Update</p> <p>CAP Care has recently written to the surgery, thanking the staff and patients for their generosity.</p>	
10 10.1 10.2	<p>Pharmacy Updates</p> <p>The manager at Boots in Lupset attended the meeting and discussed how the pharmacy runs and the 'Pharmacy First' scheme. It has been discussed previously that patients are expected to have a medication review with both the pharmacy and surgery. Although, both are very similar, their roles are different and therefore both must be undertaken. Boots now have a new system in place where out of stock medication is ordered at the point of receiving the prescription so that it can be available for next day collection. This is still a work in progress but so far the amount of medication owing has been reduced by a third.</p> <p>Chairman briefed the PPG on the roles of the practice pharmacists who work closely with the GPs, nurses and prescriptions clerk to provide patients with a more efficient service and free up some GP appointments.</p>	

10.3	<p>A representative from the medical optimisation team was scheduled to attend the PPG at 2.30pm. Sadly she did not attend the meeting; however, as it would be beneficial to the PPG Members that they speak with her, Chairman and secretary will contact her to attend a future meeting.</p> <p>AFTERNOTE: the representative contacted the surgery to apologise for her non-attendance and has agreed to attend the next meeting.</p>	Chairman/ Secretary to contact representative
11 11.1	<p>News from Patient Network Group</p> <p>A PPG member emailed secretary to advise that there is no news from the Patient Network Group and the next meeting is scheduled in June.</p>	
12 12.1 12.2	<p>AOB</p> <p>Until further guidance is issued from the Department of Health there is currently a policy in place to not allow patients to use e-cigs in the premises. The PPG agreed with this.</p> <p>A PPG member let the PPG know about the ‘Sloppy Slippers’ event taking place at St Georges on 21st April. This is where the community can have old, unsafe slippers replaced and other services will be there to speak with the community.</p>	Secretary to add a no smoking sign to include e cigs.
13 13.1	<p>Date and Time of next Meeting</p> <p>The next meeting will take place on Monday 23rd May at 1.45. Doors open from 1.30 for refreshments.</p>	