

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION  
GROUP HELD ON MONDAY 23<sup>RD</sup> MAY 2016, AT 13:45

**Present:**

Chairman, Acting Secretary, 6 PPG Members, a medicines optimisation pharmacist

**Apologies:**

6 PPG Members

Item	Description	Action
1.1	Welcome and thanks from chairman.	
2	<b>Minutes and Matters Arising</b>	
2.1	The PPG agreed the minutes were an accurate record of the previous meeting. Chairman is currently arranging the removal of the tree from the waiting. Chairman has removed all posters obstructing the view into the waiting room and has changed the lights in the toilets to a white light.	
3	<b>Friends and Family Test</b>	
3.1	There has not been any further feedback since the last PPG meeting.	
4	<b>Update on On-Going Work Strands</b>	
4.1	<u>Care Navigation: Health Care Champions (patient involvement)</u> Chairman has offered training for anyone who would like to be involved.	
4.2	<u>Patient Newsletter (review draft Summer Newsletter)</u> The PPG were happy with the contents of the Summer Newsletter, some changes were made to help make the newsletter read better.	
4.3	<u>Healthwatch Young People's GP Access Report update: update from schools</u> The surgery has not heard back from the schools since the previous contact. Before further contact the surgery will be waiting to hear back from the CCG regarding the 'Young Persons Accredited' scheme. It was suggested that the surgery email over a poster to the school to let young patients know how to book appointments online.	
4.4	<u>Young Persons' notice board</u> No update on the notice board at present, please see point 4.5 for current progress.	
4.5	<u>Visit to Lupset Youth Club</u> Chairman recently visited the 'St Georges Youth Club' to	

	<p>discuss with young patients what they knew about the surgery and what they wanted from the surgery. Patients aged between 10-13 said that their parents are the ones who book their appointments, however 14-16 year olds are happy booking their own appointments and do not mind the sex of the person they speak to. Some of the young patients were already aware of the health related apps and websites available, such as 'Kooth.com'.</p>	
4.6	<p><u>CQC inspection – review outlying areas (telephones, appointments, waiting time)</u> The surgery is still implementing the one receptionist manning the front desk with a nominated member of staff who covers busy periods. All of office staff answers incoming calls for reception, appointments and their own designated line. Feedback seemed to be good.</p>	
4.7	<p><u>Waiting room activity/involvement</u> Please see 4.1</p>	
4.8	<p><u>Waiting room refurbishment – patient comment about chairs</u> The surgery has had positive feedback on the refurbished waiting room. There are chairs which are 3cm higher available in the waiting room at the moment and Chairman will look into chairs with slightly shorter legs.</p>	
4.9	<p><u>Entries in Wakefield Express Community</u> Chairman wrote up a few small articles. One was covering the facilities available at the surgery such as physio and the in-house pharmacist, one on how to cancel appointments, and another advising when the summer newsletter will be available. The PPG were happy with the draft articles and agreed they should be passed on to Wakefield Express.</p>	
5	<p><b>New Work Strands / Patient Driven Initiative</b></p>	
5.1	<p><u>DNAs</u> To help encourage patients to cancel appointments, the practice is enforcing a positive attitude to patients who did attend as opposed to criticising those who failed to attend. This is included on the waiting room display and in the newsletter. Secretary sent out letters to patients who had a DNA in March and April which included the forms to apply for SMS services and online. There has been a good uptake on the patients wanting to apply. The PPG agreed that the message from the senior partner beforehand helps encourage patients when the admin and reception staff care navigate.</p>	
6	<p><b>Patient Suggestions</b> One patient who had difficulties with his sight, requested that we create an audiobook of the newsletter (see para 12.1). Another patient requested a water cooler in our mental health nurse's</p>	

	room. Sadly this is not financially viable at the moment in time.	
7 7.1	<b>News from the Practice / Network / CCG / DH</b> Government's building better participation initiative Chairman suggested the PPG look at the 'National Association for Patient Participation (N.A.P.P) webpage as it has useful information and features. ( <a href="http://www.napp.org.uk/bbp.html">http://www.napp.org.uk/bbp.html</a> )	
8 8.1	<b>Staff updates</b> A decision has been made of who will be the new apprentice health care assistant. As they have not been made aware of the decision themselves, Chairman will provide more information at the next meeting.	
9 9.1	<b>Charity Update</b> The charity book sale has raised £475 in total and there is still some money to be counted. The PPG has agreed to help 'Western Park Cancer Hospital' by donating £250. This is a charity which the surgery has recently helped by having a 'dress down day'. The remaining money will be discussed at the next meeting.	
10 10.1	<b>Pharmacy Updates</b> <u>Medicines optimisation pharmacist</u> The pharmacist attended the meeting to discuss what she does and how it benefits the surgery. The medicines optimisation team consists of 8 technicians, 3 pharmacists and 1 head pharmacist. They work alongside the GPs and Advanced Nurse Practitioners to make prescribing more cost effective; this includes the use of generics. They also provide safety advice, monitor drug expenditure and offer support and advice to local prescribers.	
11 11.1	<b>News from Patient Network Group</b> There is currently no update from the Patient Network Group. The next meeting will be 8 <sup>th</sup> June.	
12 12.1	<b>AOB</b> Accessible Information Standard The practice is now part of the national 'accessible information standard' which will make information provided by the surgery easily accessed by all patients. This will include large print copies of documents, braille, contact by email and interpreters and possibly audio formats. This information must be recorded and passed on to other NHS departments as required.	

13	<b>Date and Time of next Meeting</b>	
13.1	The next meeting will take place on Monday 18 <sup>th</sup> July at 1.45. Doors open from 1.30 for refreshments.	