

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP  
HELD ON WEDNESDAY 26<sup>TH</sup> OCTOBER 2016, AT 13:45

**Present:** Chair, 7 members of the PPG

**Apologies:** 4 members of the PPG

Item	Description	Action
1.1	Welcome and thanks from Chair.	
2	<b>Minutes and Matters Arising</b>	
2.1	The PPG agreed the minutes were an accurate record of the previous meeting.	
3	<b>Friends and Family Test</b>	
3.1	One review was submitted which was “unlikely” commenting on the waiting time to see a doctor.	
4	<b>Update on On-Going Work Strands</b>	
4.1	<p><u>Care Navigation: Health Care Champions</u>  <u>Promotion of online services (EPS and SystmOnline)</u>            There was much discussion about the merits of using the systmonline in conjunction with the EPS to ensure a seamless ordering of repeat prescriptions within the context of the new Medicines Optimisation Team initiative (item 7.1 below). Chair demonstrated booking an appointment and requesting repeat medication on line using a test patient. All thought this was a good system and would encourage others to use it, as well as suggesting leaflets being provided by the practice.</p> <p>Chair mentioned that the partners had agreed to increase the number of appointments available on line to 50%, although he pointed out that all of these would also be available to book via other means too. It was generally welcomed although 2 PPG Members both stated they were “dubious” about this.</p>	<b>Chair to show at next meeting</b>
4.2	<p><u>Patient Newsletter (Autumn edition)</u>            Chair confirmed that the Autumn edition had been published and that thoughts should now turn to the winter edition in January.</p>	<b>All</b>
4.3	<p><u>CQC inspection</u>            Chair outlined the positive meeting with the CCG Quality Manager who gave some valued advice on preparing for the next inspection.</p>	
4.4	<u>Entries in Wakefield Express Community</u>	

	The newspaper published the first entry which was well received. It was agreed that this should be continued to be used.	<b>Chair to continue to send</b>
5 5.1	<b>New Work Strands / Patient Driven Initiative</b> <u>DNAs</u> Chair briefed on the work undertaken. A search on the clinical system has shown that since the 1 <sup>st</sup> July 2016 there have been over 1400 DNAs, including community appointments. When split down to individual patient level 118 patients have DNA'd 3 or more times in this period and the highest number is 9 in total. Chair and Acting Secretary will write and speak to individual patients to find out why they are habitually DNA-ing and to warn of repercussions should this continue.	<b>Chair and Acting Secretary</b>
6 6.1 6.2 6.3 6.4 6.5	<b>Patient Suggestions</b> The suggestions were discussed: 6.1 One patient wants a warning on the phone queue before being disconnect after a set period. The PPG agreed that this time should be increased to 30 minutes and to see if it is possible to warn patients prior to disconnection. 6.2 A patient was very complimentary of the General Nurse who conducts smear tests, stating that she puts the patients at ease. 6.3 A patient asked if a sign can be put up warning patients of the size of the kerbs. 6.4 A patient suggested that the PPG should look at appointment availability. It was agreed that this is already ongoing. 6.5 A patient suggested that the list size be closed to new patients until appointment times could be adhered to. After discussion the current process was declared sufficient.	<b>Chair to liaise with phone company</b>  <b>Chair to look at feedback</b>  <b>Chair to speak to landlord</b>
7 7.1 7.2	<b>News from the Practice / Network / CCG / DH</b> 7.1 Chair confirmed the new Medicine Optimisation Team initiative to protect patient safety and to prevent the waste of medicines through over ordering. From the 1 Nov patients will have to order their repeat medication directly from the GP surgery allowing 7 – 10 days for prescribing and dispensing. Chair outlined the various ways patient can order including electronically via SymstmOnline, by email or via the website. He confirmed that this will not include patients who are unable to do this due to their vulnerability, frailty or capacity. These patients will continue to request their medications as before. 7.2 Chair stated that network 6 had a new clinical chair, a new support manager and the West Wakefield Health and Wellbeing had a new General Manager.	

7.3	The menu and message on the phone system was discussed. It was generally accepted that the senior partner's message should be retained for new patients and those not calling often. Chair was requested to investigate whether time relevant messages (ie informing of results or prescriptions times) could be removed when not relevant.	<b>Chair to investigate</b>
8 8.1	<b>Staff updates</b> Chair stated that all newly recruited posts appeared to be settling in well.	
9 9.1	<b>Charity Update</b> The charity fund stands at £645. It was agreed that this should go to a local charity. A PPG Member stated that there a number of initiatives to provide lonely residents with a Xmas dinner and party and this was welcomed. PPG Member to investigate costs and local charities that provide this service and feedback to Chair, who will then contact the PPG members for guidance. <b>AFTERNOTE:</b> The organiser has suggested that a donation of £250 would be sufficient to provide a small gift for all the 70 attendees.	<b>PPG Member and Chair.</b>  <b>PPG members to contact Chair if unhappy.</b>
10 10.1	<b>Pharmacy Updates</b> Please see point 7.1	
11 11.1	<b>News from Patient Network Group</b> A PPG Member stated that the minutes for the last meeting are not yet available. She also mentioned she attended the transport and travel meeting for Mid Yorks and had the following to report: <ul style="list-style-type: none"> <li>• The hospitals have now purchased the car parks from the developers so any funds raised by parking will go straight to the trust and not into the private company.</li> <li>• The shuttle buses are being used more now.</li> <li>• The staff survey pointed out the number of thefts from staff and the abuse that staff receive on a regular basis.</li> <li>• The hospital is spending approximately £3m per year on agency staff.</li> </ul>	
12 12.1  12.2	<b>AOB</b> A PPG Member mentioned that the food banks are very busy and so any donations are greatly received. Chair suggested he speak to the partners to see if the surgery may help by collecting donations.  A PPG Member also mentioned that St George's are now running a community initiative for young persons (under 18) with low level mental health issues.	<b>Chair</b>
13 13.1	<b>Date and Time of next Meeting</b> Due to the lack of availability of key personnel the next meeting will be on Thursday 8 <sup>th</sup> December at 1.45. Doors open from 1.30 for refreshments.	

