

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP
HELD ON WEDNESDAY THURSDAY 8TH DECEMBER 2016, AT 13:45

Present: Chair, Acting secretary, 9 members of the PPG and a Health and Wellbeing Worker

Apologies: 5 members of the PPG

Item	Description	Action
1.1	Welcome and thanks from Chair.	
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	The majority of the feedback from patients this month was either “extremely likely” or “likely” that they would recommend the surgery to a friend. The comments include the surgery being very helpful.	
4	Update on On-Going Work Strands	
4.1	<u>Promotion of online services (EPS and SystemOnline)</u> As some of the members of the PPG were not present at the previous meeting, the Chair demonstrated how to access SystemOnline and talking through the benefits of using SystemOnline.	Secretary to draft and include
4.2	The Health and Wellbeing worker briefed on the following schemes: Patients can now self-refer to schemes such as ‘Snowbell’ and ‘Affordable Warmth’. ‘Snowbell’ helps patients by assisting people on day 2 and 3 of bad weather by clearing paths, going to the shop and helping them with every day jobs they cannot do due to the weather. Affordable warmth is briefed below in a separate item.	
4.3	<u>Patient Newsletter (Winter edition)</u> The PPG members suggested that the schemes run by Health and Wellbeing were included in the newsletter and for there to be a section on test results (how to obtain them, time scales and useful information.)	
4.4	<u>Entries in Wakefield Express Community</u> As the surgery currently has posts regularly in the Wakefield Express, Chair suggested speaking with and getting St George’s more involved as they could feel the benefit of this.	

5	New Work Strands / Patient Driven Initiative	
5.1	<u>DNAs</u> Patients who have recently had 3 or more DNA appointments have been contacted. Some of these patients have been in touch with the surgery to explain any DNAs which were marked in error. This proves that patient awareness is improving.	Ongoing with Secretary and Chair
6	Patient Suggestions The suggestions were discussed:	
6.1	A thank you to a member of staff and the GP who they saw.	Chair to pass on thanks
6.2	A thank you to a nurse after conducting a smear test.	
6.3	There was a complaint regarding test results as a sample went missing and the patient wasn't made aware of this until a week later when they contacted the surgery. The time scale for test results has now been discussed and will be amended so that this doesn't happen again in the future.	Chair to enforce
7	News from the Practice / Network / CCG / DH	
7.1	<u>CCG repeat prescription initiative – Med Opt Team update</u> The new scheme, where patients (with the exception of vulnerable patients) now order their own medication rather than the chemist requesting it for them was briefed. This scheme has benefited patients' safety and is more cost effective. There are surveys available for patients to complete if they want their opinion on the initiative heard.	Secretary to provide copies in reception for patients
7.2	<u>Affordable Warmth initiative</u> The council have been given a grant which they are giving to patients who are struggling to pay for heating. Patients who have respiratory or cardiac diseases need the temperature of their houses above 18°C to stop their illness becoming worse.	
7.3	<u>Health and Wellbeing Workers/ St George's/ Practice co-operation</u> The 'Community Work Coaches' will be based in the practice in the New Year and will work with patients who have a sick note but want to return to work and need assistance doing this, or who are struggling having lost their job due to sickness. There are IT clubs and CV writing clubs at St George's which help encourage patients to use technology and make finding work easier. Patients can access this via self-referral or GP referral.	
8	Staff updates	
8.1	There are currently no updates or changes with staff.	

9 9.1	Charity Update The PPG agreed to discuss who to donate some or all of the £305 in the charity fund to in the new year.	PPG to discuss options
10 10.1	Pharmacy Updates <u>Horbury Road Palliative Care drugs</u> Horbury Road have decided that they will now keep a stock of palliative care drugs available at all times, this will include the most common drugs available and will be used mainly by the district nurses. Chair suggested that GPs give individual prescriptions for medication when palliative drugs are prescribed so that patients/nurses can use multiple chemists when these drugs are required.	
11 11.1 11.2 11.3 11.4	News from Patient Network Group A PPG Member had the following to report from the recent meeting: <ul style="list-style-type: none"> • They are looking into all tablets looking the same to avoid confusion between medication • There is a new drug being manufactured to replace warfarin which doesn't involve patients needing regular blood tests. • To cut down on patients being referred back to their own GPs, Pinderfields hospital has recruited more neurology staff. • There are current meetings on going with Yorkshire Ambulance Service. 	
12 12.1 12.2 12.3 12.4	AOB <u>Inviting virtual members to meetings</u> The PPG agreed that there is not enough room to invite more people to the meetings; however a PPG Member (who used to attend meetings) is welcome to come along to meetings. <u>SystmOnline posters for the waiting room</u> The PPG agreed this would be useful for patients <u>New Wakefield Breastfeeding Friendly scheme</u> DS briefed the PPG on the new scheme which is an up to date version of the previous "Breastfeeding welcome" scheme. There will be a new practice policy to follow outlining the aims of the new scheme. 12.4 The completed surveys for "Engagement on Prescribing Changes" need to be sent off by 31 st December.	Secretary to display in waiting room Chair to create new policy Chair to post when returned
13 13.1	Date and Time of next Meeting The next meeting will be on Monday 16 th January at 1.45. Doors open from 1.30 for refreshments.	