

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP
HELD ON MONDAY 16 JANUARY 2017, AT 13:45

Present: Chair, Acting Secretary, 9 members of the PPG

Apologies: 2 members of the PPG

Item	Description	Action
1.1	Welcome and thanks from Chair.	
2	Minutes and Matters Arising	
2.1	The PPG agreed that the minutes were accurate.	
2.2	Chair mentioned that since the previous meeting, we have been in contact with a patient who wishes to come in for a meeting to discuss a recent DNA appointment letter we sent out. The general consensus was that the new initiative was working	Chair to hold meeting
2.3	Chair and a member of the PPG are going to work together to create articles for the Wakefield Express which mentions work being done by both Lupset Health Centre and St. Georges' Community Centre.	Chair to contact the PPG member
2.4	The prescribing surveys which were returned have been posted out. Due to the lack of feedback, they have extended the date when they need returning to the end of January.	Secretary to provide surveys until 31/01
3	Friends and Family Test	
3.1	<u>FFT responses from patients (incl. kiosk responses).</u> One patient commented that the music in the waiting area needs to be more relaxing and lower in tone. Chair has asked the PPG if they could listen to the music we currently have in the waiting area and decide whether they feel it should be changed to something else, such as classical.	PPG to feedback
3.2	Another suggestion was to provide patients with access to information on local 'weight control services'. Chair suggested having a noticeboard with information from St. George's, local gym membership advice, bike riding clubs. It was also suggested that this goes as an article in the local newspaper.	Chair and secretary to work together to develop board/articles
4	Update on On-Going Work Strands	
	<u>Care Navigation – to be rolled out to other practices in the GPFV (General Practice Forward View).</u>	

4.1	The CCG are looking at where they would like to be in 5 year time and what improvements they can make to save GP time.	
4.2	<u>Staff Visit to St George's on 18th January</u> A member of the PPG has agreed to meet all of the staff in admin and reception and make them aware of what classes and resources are available at St George's community centre, for example the dementia café they run, "TLC" course, and the IT suite they have to offer.	Staff to attend
4.3	<u>Next staff training at February Target</u> The next target session will be a network meeting and involve more development on moving forward with care navigation.	
4.4	<u>Patient Newsletter</u> A PPG member has emailed his suggested changes to secretary and the spelling of licence needs changing. Otherwise the PPG are happy with the content of the Newsletter.	Secretary to make amendments
4.5	<u>Entries in Wakefield Express Community</u> Please see point 2.3	
4.6	<u>SystmOnline registration</u> <u>Display materials</u> The PPG discussed what display materials they would like to be ordered to advertise the SystmOnline pilot scheme. They agreed posters, balloons (providing they are out of arm's reach of children), and bunting would be good.	Secretary to order and display in waiting area
4.7	The CCG want at least 25% of patients using SystmOnline by the end of march. The PPG suggested handing out leaflets with prescriptions to help encourage them to sign up.	Chair to lead
4.8	There was a complaint that the system automatically locks people out of the system if they haven't used it for a while. Chair apologised that this is happening but it is something that is out of our control as it has been fitted for security measures.	
5	New Work Strands / Patient Driven Initiative <u>DNAs</u>	
5.1	Please see point 2.2	
5.2	The PPG has asked Chair if he can provide figures on how the letters have been improving the number of DNA's since sending them out to patients.	Chair to provide
6	Patient Suggestions PPG letter discussion	

<p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p> <p>6.5</p> <p>6.6</p>	<p>A PPG member CC'd chair in a recent letter which focused on the underlying problems in the NHS which are being ignored such as the misuse of services and by promoting and showing a positive outlook on the work we are doing as the NHS.</p> <p>Chair asked for the member's permission to pass this on to the CCG, primary care and the local commissioners as it is something that they need to be aware of.</p> <p>Chair is due to attend a meeting in which they discuss the services that are currently available and where they will discuss the option of having more community based services.</p> <p>The PPG agreed that it would be useful to have bespoke clinics for mental health and dementia as this would ease the tension on A&E.</p> <p>If the NHS was to introduce more community based services, whether these are in GP surgery or at community anchors, patients need to be educated on these services and made aware that going to A&E is not always the best option.</p> <p>'The Hub' is currently a scheme which is still in the early stages of development. This offers a place where charities and groups, such as social care direct, Age UK, and My Therapy, can work together to provide patients in the local area the best possible and coordinated care.</p>	<p>Chair to forward</p> <p>Chair to raise this at meeting</p>
<p>7</p> <p>7.1</p>	<p>News from the Practice / Network / CCG / DH</p> <p><u>GP Forward View</u></p> <p>The GPFV is working to achieve ways for surgeries to work better and smarter. There are nine transformation projects which they are putting in place which aim to strengthen practice teams.</p> <p>These nine projects are;</p> <ul style="list-style-type: none"> • A Wakefield Training Academy to help build a new work force, Lupset Health Centre are already working towards building and developing new members of staff by having a health care assistant apprentice and trainee nurse. • The use of a practice pharmacist. • The use of Primary Mental Health workers. • Integrated nursing teams • Care home model of care • Home visiting service • Consultant attachment (see 6.3 and 6.4) • 24/7 generalist healthcare access 	

7.2	<u>Network news – meeting 18th January</u> Please see point 6.4 for patient input on the clinics we should discuss having.	
7.3	The PPG agreed that Chair should also mention that they believe it would be useful to have weekend opening hours for both routine and urgent appointments, rather than urgent only.	Chair to raise this point at meeting
7.4	<u>Healthwatch Physio first surveys</u> A local organisation will be coming into surgeries to monitor the local physio services. They have a contract to speak with patients and discuss how they feel the service affects their treatment.	
8	Staff updates	
8.1	There are currently no updates or changes with staff.	
9	Charity Update	
9.1	There is currently £500 collected from book sales, the PPG and staff at Lupset Health centre would like to thank patients for their generosity.	Chair to donate to local PDSA
9.2	St George’s thanked the PPG for their donation before Christmas which was used to pay for Christmas dinner for people in need.	
9.3	A PPG Member suggested that some of the money is donated to a local PDSA charity as many patients, particularly the elderly, benefit from the service if they have pets. The PPG agreed to donate £250 to help the local PDSA.	
10	Pharmacy Updates	
10.1	There was no pharmacy updates discussed at the January meeting.	
11	News from Patient Network Group	
11.1	There were no updates from the Patient Network Group.	
12	AOB	
12.1	A PPG member advised that St George’s is undergoing rebranding and they have a survey for service users to complete. The deadline for the surveys is Friday 20 th January.	Secretary to provide in reception
12.2	On 15 th and 29 th March, St George’s will be holding a “why no	

	one should have no one” event and will be speaking with people who feel isolated and what the community can do to help.	
13	Date and Time of next Meeting	
13.1	The next meeting will be on Tuesday 28 th February at 1.45. Doors open from 1.30 for refreshments.	