

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP
HELD ON TUESDAY 28TH FEBRUARY 2017, AT 13:45

Present: Chair, 6 members of the PPG

Apologies: 4 members of the PPG, health and wellbeing worker

Item	Description	Action
1.1	Welcome and thanks from chair.	
2	Minutes and Matters Arising	
2.1	The PPG agreed that the previous minutes were accurate.	
2.2	Chair went through the outstanding items on the minutes, stating that DNAs and Wakefield Express would be covered in this meeting.	
3	Friends and Family Test	
3.1	There were no comments to discuss.	
4	Update on On-Going Work Strands	
4.1	<u>Care Navigation.</u> Chair briefed that the majority of admin and reception staff attended the second training session and are now accredited Care Navigators. He also mentioned that West Wakefield Health and Wellbeing were providing this training to other practices both in Wakefield and nationwide. It was agreed that this could now be removed from ongoing work list.	Secretary to remove from future agendas.
4.2	<u>Staff Visit to St George's on 18th January</u> Chair briefed on the staff visit which was deemed to be a very good awareness-raising session which should provide greater cooperation.	
4.3	<u>Patient Newsletter</u> Chair suggested that the next newsletter could turn to spring time health and wellbeing articles such as exercise and weight loss. Stephen suggested that staff members could give a short "day in the life of a practice nurse, practice manager etc" and this was seen as a good idea.	Secretary and Chair to begin drafting
4.4	<u>Entries in the Wakefield Express.</u> Chair suggested that this may be used to promote the dementia awareness sessions and all agreed.	

4.5	<p><u>Update on DNAs</u> Chair briefed on the work on DNAs and demonstrated the reduction in figures in a graph. All agreed this was very good work. A member of the PPG asked if this was due to the “frequent fliers” being targeted specifically but Chair said it was not possible to determine without more thorough investigation.</p>	
5 5.1	<p>New Work Strands / Patient Driven Initiative</p> <p><u>Dementia accreditation</u> Chair briefed on the practice submission to become dementia friendly accredited and the work involved. He briefed his aspiration to have two dementia awareness days during the dementia awareness week (w/c 15th May) with one being a Lupset and one at St George’s. This was fully supported. He also briefed on Health and Wellbeing worker’s invitation to provider “dementia friendly” training to all PPG members who wished to attend in April. It was agreed that two provisional dates for the next “shorter agenda”, meeting should be suggested with members stating their attendance availability and whether they would like to stay for the dementia training after the meeting.</p>	<p>All members to reply using the proforma.</p>
6 6.1	<p>Patient Suggestions</p> <p>A patient’s relative suggested that bins could be provided outside the practice to cut down on waste, and that the outside would look better with some hanging baskets. After a short discussion it was agreed that this would not be feasible for a number of reasons.</p>	
7 7.1 7.2 7.3	<p>News from the Practice / Network / CCG / DH</p> <p><u>Community Work Coaches</u> Chair explained that the practice now has a community work coach working on Friday afternoons. Their job is to assist patients who are off on long term sick in getting back to work as well as helping patients who have recently lost their job to poor attendance to find work. They can signpost to other departments including the government occupational health service. Referrals can be made by the patients or healthcare professionals.</p> <p><u>Patient advice and liaison service (PALS)</u> Chair stated that the new telephone number for patient advice or complaints about primary care (GPs and dentists) in the Wakefield CCG area is now 0800 0525 270. He confirmed that this is NOT for Mid Yorkshire Hospital PALS which remains unchanged.</p> <p><u>GP Forward View</u> Chair outlined the CCG membership meeting where the nine</p>	

	transformation projects previously briefed to the PPG were discussed and plans to implement were agreed. He said that this was seen as a very productive meeting.	
8	Staff updates	
8.1	Chair briefed that a number of staff are absent on sick leave and have been for some time. This is having a significantly detrimental effect on providing some services to the levels normally expected. Staff have volunteered to work on days off to cover and Chair hoped the situation would improve in the near future. A PPG member asked if there were agencies that could provide cover and Chair responded that whilst there were, these were often seen as unsuitable. However the Network had discussed pooling manpower for just such situations and this was being looked into.	
9	Charity Update	
9.1	Chair briefed that the £250 had been donated to PDSA in Leeds. He also suggested that as the practice was heavily involved in the dementia awareness week then Alzheimer's UK may be a valid proposal for the next donation. There followed a discussion on the relative merits of Alzheimer's UK, any local office and the Dementia Café in St George's.	Chair to investigate for decision at the next meeting
10	Pharmacy Updates	
10.1	Chair stated that he had now met with the manager of the Pharmacy in Ossett and the meeting was very productive. This meant he had established links with all the major pharmacies used by the practice.	
11	News from Patient Network Group	
11.1	There were no updates from the Patient Network Group, but a member of the PPG did express concern that a meeting was cancelled at short notice when a member of the CCG could not attend and no replacement could attend.	Chair to investigate
12	AOB	
12.1	A PPG member suggested putting the pharmacist appointments on line so patients could book their medication reviews directly. Chair said that this seemed a good idea but would check out the feasibility and any possible issues.	Chair to action
12.2	This prompted a question about the number of appointments for Nurse Practitioners and whether these are available on line.	Chair to investigate
12.3	Chair was asked if the practice had seen an increase in patient registrations now that King St Surgery was closing. He replied	

	that they had but not in significant numbers.	
13	Date and Time of next Meeting	
13.1	Due to the reduced number present and the fact that it was agreed to hold the dementia friend training immediately after the meeting in April it was suggested that two possible dates be provided with members completing the proforma with the most popular choice of date being selected.	