

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION
GROUP HELD ON 27th JANUARY 2015, AT 13:45

Present:

Operations Development Co-ordinator as stand in chair, Acting Secretary, 8 PPG Members

Apologies:

5 PPG Members

Item	Description	Action
1.1	Welcome and thanks from Operations Development Co-ordinator who introduced herself as stand in chair. She sent chairman's apologies as he had to leave urgently.	
2	Minutes and Matters Arising	
2.1	The PPG agreed that the minutes were an accurate record.	
3	Friends and Family Test	
3.1	Chair briefed on patient responses. The feedback from December was mostly 'likely' would recommend the surgery to friends and family. One feedback was 'extremely unlikely' due to difficulty booking appointments however this is something that the surgery is working on rectifying by improving the way calls are answered and dealt with.	
4	Update on On-Going Work Strands	
4.1	Care Navigation <u>Healthcare Champions (patient involvement)</u> A PPG member suggested that it would be useful for reception to visit the St. Georges centre to get a better insight of what services they have to offer as it is one of the services they offer through care navigation.	Stand in chair to put to practice manager Chair to discuss this with practice manager to include in newsletter
4.2	<u>Patient Newsletter (review Spring edition)</u> The PPG agreed that it was a very informative. They suggested that rather than just including a percentage and number of appointments lost during the year, to include a money value lost by the surgery. It was suggested that it would cut down on the amount of 'Did Not Attend' appointments if the surgery implemented a charge.	
4.3	It was suggested that the Pharmacies which offer 'Pharmacy First' are made aware of the other services such as 'Physio First' so that they can also care navigate.	
4.4	<u>Healthwatch Young People's GP Access Report update</u> Chair updated the PPG on where they currently stand with involving local schools in improving how the surgery is run.	

4.5	<p>Sadly we are still awaiting a response from both schools. A PPG member suggested writing a letter to the school rather than contacting by email as the school would then have to respond to the letter. The practice manager has also spoken with the CASH clinic who has links to the school and they are going to mention the 'Healthwatch Young People's GP Access Report'.</p> <p><u>CQC inspection – review outlying areas (tel, appts, waiting time) – update</u></p> <p>The PPG do not agree with the new system of having only one receptionist at the front desk throughout the day. They said that this is because there is always a large queue and increased waiting time to be served, as the receptionist is not trained in all areas yet, the front desk is often unmanned and they felt that the receptionist is vulnerable if violent or abusive patients come into surgery. They have asked that certain aspects are looked into further such as what causes the desk to be unmanned and is there a pattern and also advised to have clear posters signposting the CCTV in the reception to deter potentially violent or abusive patients.</p>	<p>Chair to send copy of email by post to schools.</p> <p>Chair to pass comments onto practice manager</p> <p>Chair to look into getting posters for reception</p>
4.6	<p><u>Waiting room activity and involvement</u></p>	
4.7	<p>Chair briefed the PPG on how well the recent visit from 'Arthritis Care' was and informed them of a recent visit from 2 Care Navigators who introduced patients to the elephant kiosk and the 'West Wakefield' website.</p>	
4.8	<p><u>Waiting room refurbishment</u></p> <p>Chair updated the patients on Practice Manager's plans to refurbish the waiting room by the end of March. The PPG wanted the re-occurring problems with the calling board would be better resolved by replacing the calling boards with ones from another supplier. They advised to find out the money value of what was lost due to the calling boards not working correctly, e.g. wasting nurses and GP time having to walk to and from the waiting room.</p>	<p>MM to pass on PPG concerns regarding display boards</p>
4.9	<p>To avoid the constant problem of pharmacies, taxis and patients parking in the ambulance parking, the PPG suggested having collapsing bollards.</p>	
4.10	<p><u>Practice Pharmacist</u></p> <p>As part of the van guard, the surgery has been provided with an in-house pharmacist who offers a medication triage, appointments for medication reviews and helps the prescription clerk with queries. She is enabling the prescriptions clerk to resolve medication queries more quickly and efficiently.</p>	
5	<p><u>Entries in Wakefield Express Community</u></p> <p>This has been deferred until the next meeting. The PPG did comment on there not being any posts from the surgery in the paper.</p>	<p>To be discussed at the next meeting</p>
5.1	<p>New Work Strands / Patient Driven Initiative</p> <p><u>Cancellation of appointments</u></p> <p>It was put forward to the PPG to introduce an 'Appointment</p>	

	<p>Cancellations' box next to the patient suggestions on the website. The PPG did not feel this would be necessary as we already provide an option to cancel online and an answering machine where patients can leave voicemails cancelling their appointments.</p>	
6	<p>Patient Suggestions There was one patient suggestion that reception and admin staff are offered the option of using a headset rather than a telephone when answering the phone. The PPG did not feel this is necessary as it doesn't free up any lines and a PPG member, who used to work for the surgery, says they have been trialled in the past and staff didn't like them.</p>	
7	<p>News from the Practice / Network / CCG / DH <u>Staff updates</u> There are no staff updates at present.</p>	
8	<p>Charity Update</p>	
8.1	<p>The PPG were briefed on a charity called 'CAP Care', which is a local charity who provide people who are in difficult circumstances with additional help by providing practical support (such as clothing, toiletries), personal and emotional support and helping them create a fresh start. The PPG suggested donating £500 to CAP Care.</p>	<p>Practice manager to donate to CAP Care</p>
8.2	<p>The PPG believe moving the 'Charity Book Stall' in the waiting room has made them less inviting. They did suggest moving to the children's play area however this wouldn't be ideal as that area is already set up and dedicated for young patients. They also suggested making the stall more eye catching and making links from it to the PPG notice board.</p>	<p>Chair to look into making the book stall more eye-catching and link it into notice board</p>
9	<p>News from Patient Network Group There is no recent news from the Patient Network Group.</p>	
10	<p>AOB</p>	
10.1	<p>The PPG believe it would be beneficial to all parties if a representative from the pharmacy attend the next meeting. They have suggested, as previously we have had little interest from the Boot's chemist in Lupset, to contact Boot's Head Office and Horbury Road Pharmacy.</p>	<p>Chair to contact Boots and Horbury Road</p>
10.2	<p>The PPG suggested, when the refurbishment begins, to remove the tree from the waiting area as this will free up more room for seating.</p>	<p>Chair to pass on comment of</p>
10.3	<p>St Georges is now running dementia cafes and 'Pet Therapy' for</p>	

	patients who suffer from dementia. Posters and leaflets for this can be found in the waiting room.	removing the tree
10.4	<u>Patient involvement in the Midwifery Lead Unit DDH</u> There are going to be changes with how the midwifery unit is lead in Dewsbury and Pinderfields, they are asking for patients who would like to be involved to let them know.	
11	Date and Time of next Meeting	
11.1	The next meeting will take place on Tuesday 8 th March 2016 at 1.45. Doors open from 1.30 for refreshments.	