

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION
GROUP HELD ON WEDNESDAY 3RD MARCH, 2015 AT 13:45

Present:

Chairman. 10 PPG members

Apologies:

6 PPG members and the acting secretary.

Item	Description	Action
1.1	Welcome and thanks from DS.	
2	Minutes and Matters Arising	
2.1	The PPG agreed that the minutes were an accurate record.	
2.2	The acting Secretary printed out the PPG report for circulation.	
2.3	The Chair said that the work on the sysmonline was ongoing and would be briefed at the next meeting.	Chair to brief
2.4	The Chair said that he had discussed Dr Sheppard attending future meetings and he was happy to do so providing they were on a Monday or Wednesday, although he could not attend today.	Chair to look at dates.
3	Friends and Family Test	
3.1	The Chair briefed on patient responses. Although they had slowed down we were still getting about 5 a month. All were either extremely likely or likely. Some comments were viewed and it was agreed that the print for some of the posters (both paper and electronic were too small for some patients). Chair to look at having more distinctive colours (black on yellow) and larger font.	Chair
4	Update on On-Going Work Strands	
4.1	No On-Going Work Strands.	
5	New Work Strands / Patient Driven Initiative	
5.1	<u>PPG notice board</u> . All members to give thought as to what could be put on the board now it is up.	All
5.2	<u>Video Consultations</u> . Chair briefed on progress and a member talked about the workshop. All agreed that this would be beneficial to some but not all patients. 3 members agreed to take part in pilot consultations.	Chair to liaise with GPs.

5.3	<p><u>Systmonline.</u> The Chair briefed on extension to existing services (view demographics, request repeat prescriptions and book appointments) to include viewing clinical records. Can be either basic summary or full record. After discussion it was agreed to implement basic first and see how it went.</p>	<p>Chair to feedback to GPs.</p>
6	<p>Patient Suggestions</p>	
6.1	<p>There were 3 suggestions. One was about a lack of appointments and this prompted a discussion with some members stating they had issued getting appointments. The Chair said that this would be discussed later in the meeting.</p>	
7	<p>News from the Practice / Network / CCG / DH</p>	
7.1	<p>The Chair said that a couple of patients had mentioned surgery newsletters once again and their merit was discussed. It was agreed that we would instigate a newsletter once a quarter around the seasons. It would be no more than 2 sides and available on the website, the PPG notice board, in the waiting room and sent to patients opportunistically with routine mail. It was agreed that the PPG would lead this work and that suggestions for inclusion would be discussed at the next meeting. The Chair would then draft the newsletter for confirmation at the consequent meeting and it would be issued after this.</p>	<p>All to consider suggestions for inclusion</p>
7.2	<p>The Chair briefed on the Safeguarding Children Board advert for a layperson member. 4 people expressed an interest and were given the paperwork.</p>	<p>Interested parties to submit.</p>
7.3	<p>The Chair briefed on the new system for appointments whereby the patient would be asked, but is not mandated to, give a brief explanation of why an appointment was requested. Depending on the response the receptionist may advise the patient of more appropriate care. This could be advice from the pharmacist, physio, optometrist, contraception and sexual health service or other areas of health and social care. It was hoped that this will cut down on the number of inappropriate appointments. A member asked if this has seen an increase in phone waiting times. The Chair said that he hoped it would not as the time taken to advise the patient was offset by the time to look for an appointment, and over time patients would be educated to seek this more appropriate care without even phoning.</p>	
7.4	<p>The Chair explained that the 0844 number would cease from the 31st March 2015 leaving only the local number.</p>	

7.5	The Chair explained that from the 1 Apr 15 all correspondence would have to have the NHS number on. If any patient received a letter that did not have this they were to contact the practice so the template used could be updated.	
8	Charity Update	
8.1	The charity money is slowly starting to climb and any decision was deferred until the next meeting.	
9	Pharmacy News No pharmacy representative was present.	
10	News from Patient Network Group	
10.1	As the next meeting is not until 4 th March there was no update available.	
11	AOB	
11.1	It was agreed that 2 disabled parking slots were sufficient but more should be done to discourage non-blue badge holders from parking there. It was suggested this could be put in the newsletter.	
11.2	The bottle neck in the approach to the car park was discussed and it was agreed that this could also be put in the newsletter. A PPG member said that she would look up the rules on actively targeting people who park incorrectly.	Member to feed back.
11.3	A suggestion was received to encourage patients to carry the white repeat prescription request form with them so in an emergency first aiders could see what medication they were on. This was agreed to be a worthy suggestion and should be put in the newsletter and on posters in the waiting room.	
11.4	The pharmacy service for OOH GPs should be suitably displayed within the OOH surgery.	Chair to brief OOH service.
11.5	Healthwatch is looking for 1000 volunteers to take part in a survey which looks at care being coordinated from hospital through respite and back into the patient's own home.	
11.6	The Healthpod is now out in the community. David Cowan will send out the programme, which will be put on the PPG noticeboard.	

11.7	<p>It was suggested that patient group members could be used to assist in care navigation and healthcare champions within the surgery. This was seen as a very good idea.</p> <p>AFTERNOTE: This was done and all present agreed it was a good idea. There were some issues, not least patient confidentiality and consent but these were not seen as insurmountable.</p>	Chair to brief to Wakefield West.
11.8	The 113 bus service between NHS establishments has now produced at new timetable which can be found on the Mid Yorks Trust website.	
11.9	At a recent NHS meeting for patient groups a GP briefed about PPGs generally. These were seen as a success on the whole. There was some debate as to whether the chair should be a patient or a member of the practice staff.	To be discussed at the next meeting.
11.10	Appointments on line were still viewed as an issue. Chair agreed to speak to the HIS training team to make sure we were offering the optimum amount on line.	Chair to speak to trainers
11.11	A number of members of the PPG are also members of the University of the Third Age (U3A). They have volunteered to come into the surgery and assist staff in times of crisis.	Chair to put to the partners.
12	Date and Time of next Meeting	
12.1	The next meeting will take place on Monday 13 th April at 1.45. Doors open from 1.30 for refreshments.	