

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP  
HELD ON THURSDAY 1<sup>ST</sup> JUNE 2017, AT 13:45

**Present:** DS (chair), MM (acting secretary), MC, SP, BW, JB, SS, GH, SI, SW, RB

**Apologies:** BD, SR, WS, ML

Item	Description	Action
1.1	Welcome and thanks from DS.	
2	<b>Minutes and Matters Arising</b>	
2.1	The PPG agreed that the minutes were accurate.	
2.2	DS advised that the handy man is currently on leave but once he is available, DS will liaise with him to arrange for a wireless buzzer to be fitted in reception.	<b>DS to arrange</b>
2.3	Since the previous meeting a letter has been developed to send out to patients who misuse the home visit system.	<b>DS/MM to continue working on</b>
2.4	As there was confusion over the role and purpose of the 'runner', DS explained that their job was to help out on reception and taking phone calls during busy periods and cut down patient wait time. During quieter periods, they are assigned admin work.	
3	<b>Friends and Family Test</b>	
3.1	<u>FFT responses from patients (incl. kiosk responses).</u> There were no suggestions posted since the previous meeting.	
3.2	<u>Need to advertise this more widely</u> The PPG suggested pushing advertising for the FFT and looking into new ways to gain patient interest.	<b>DS and MM to investigate</b>
4	<b>Update on On-Going Work Strands</b>	
4.1	<u>Patient Newsletter</u> The PPG suggested that the next copy of the newsletter features articles on dementia awareness, the work done by Age UK	<b>DS/MM to amend draft</b>
4.2	Arthritis Champions, ordering repeats via SystemOnline reminder, and changes to prescribing	
4.3	<u>Entries in Wakefield Express Community</u> DS suggested mentioning prescribing changes and promoting the latest issue of the newsletter. The PPG did not think it would be a good idea to discuss the changes in the articles.	
4.4	<u>Dementia friendly accreditation (dementia week)</u>	<b>Members</b>

	Some of the members of the PPG requested further training on becoming a ‘dementia friend’ or ‘champion’. SI advised this is something that St. Georges can offer and for members to contact her directly.	<b>to contact SI if wanted</b>
5	<b>New Work Strands / Patient Driven Initiatives</b>	
5.1	There have been no new work strands or patient driven initiatives since the last meeting.	
6	<b>Patient Suggestions</b>	
6.1	We have no suggestions from patients since the previous meeting.	
7	<b>News from the Practice / Network / CCG / DH</b>	
7.1	We have no news from the practice, network CCG and/or DH since the previous meeting.	
8	<b>Staff updates</b>	
8.1	Dawn Outhwaite has been employed as the new reception supervisor. The surgery made a conscious decision to employ someone with outside experience and a background in management.	
8.2	Dr K. Hydon is due to start working for the surgery as a salaried GP on 5 <sup>th</sup> August. Until this date, we have Dr C. Walton as a Locum GP providing additional support and appointments.	
9	<b>Charity Update</b>	
9.1	The PPG agreed to donate £250 to Alzheimer’s society.	<b>DS to action</b>
10	<b>Pharmacy Updates</b>	
10.1	BD passed on her thanks to the practice pharmacists for their hard work.  DS discussed changes being made to ordering repeat medication and the NHS will no longer be providing sun cream, cover-up makeup, or gluten-free products on repeats in the foreseeable future.	<b>DS to pass on thanks.</b>
11	<b>News from Patient Network Group</b>	
11.1	At the March meeting, GH advised that the following points were discussed;	

11.2	There will be a GP available between 10am – 10pm each day at A&E.	
11.3	The Ambulatory Care unit is no longer at Pontefract but will be 24/7 at Pinderfields.	
11.4	The A&E service at Pontefract will be 24/7.	
11.5	The use of the ‘Hub’ in Castleford is continuing to grow however it is not as well run as the Hemsworth Hub.	
11.6	It was discussed that patients are to be involved from the initial start of projects rather than later on, allowing them to give their input.	
11.7	The meetings are not publicised well to the public and this is something to be evaluated.	
11.8	The GP surgery, not walk in centre, on King’s street has now closed.	
11.9	The surgery at Netherton has also closed.	
11.10	A new member of staff has been looking into changing the system for outpatients and to make the NHS paper free.	
11.11	The next meeting is 7 <sup>th</sup> June.	
12	<b>AOB</b>	
12.1	SI provided the members with up to date information on St Georges and the events they will be holding. Copies will be available for the general public in the waiting area.  There will be a new box made available for patients to drop off samples. This had mixed responses from the members of the PPG however it will be trialled and fed back to the patients.  Surgeries now need to compose and present a conflict of influence policy. This will be made accessible online.	<b>MM to provide in waiting area</b> <b>DS/MM to arrange</b>  <b>DS to arrange</b>
13	<b>Date and Time of next Meeting</b>	
13.1	The next meeting will be on Tuesday 18 <sup>th</sup> July at 1.45. Doors open from 1.30 for refreshments.	