

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP  
HELD ON TUESDAY 18<sup>TH</sup> JULY 2017, AT 13:45

**Present:** DS (chair), MM (acting secretary), MC, SP, SI, SW, RB, ML

**Apologies:** BD, SR, WS, BW, YE, GH

<b>Item</b>	<b>Description</b>	<b>Action</b>
1.1	Welcome and thanks from DS.	
1.2	DS introduced Jo who is the Community Work Coach and will be speaking with members of the PPG later in the meeting. Jo currently has a clinic at the surgery every Friday with 4 x 45 minute appointments which she uses to speak with patients who are aiming to be fit for work after illness/ injury.	
1.3	ML thanked the PPG for allowing her to continue to attend the meetings even though recent illness has meant she has had to miss the past few meetings.	
2	<p><b>Minutes and Matters Arising</b></p> <p>2.1 The PPG agreed that the minutes were accurate.</p> <p>2.2 The buzzer which DS promised is now in place and is working well for both patients and members of the reception team.</p> <p>2.3 The ‘Home Visit Letter’ is now in place and working efficiently.</p> <p>2.4 Dr Sheppard is working with the PPG to help promote the distribution of the ‘Friends and Family test’. He has asked the GPs to assist in passing these to patients.</p> <p>2.5 The new sample box in reception has had good response and is helping to cut down on queues.</p> <p>2.6 The ‘Conflict of Interest’ policy is now available online.</p>	
3	<p><b>Friends and Family Test</b></p> <p>3.1 <b><u>FFT Responses from patients (incl. kiosk responses)</u></b>            We have had 2 ‘extremely likely’ responses from patients since the last meeting. One mentioned that the staff at the surgery was ‘helpful, attentive, efficient and caring’ and another was happy to be ‘given an appointment the same day’.</p>	
4	<b>Update on On-Going Work Strands</b>	

4.1	<b><u>Patient Newsletter</u></b> There were a few amendments made by the PPG but otherwise it is now ready for distribution.	<b>MM to distribute</b>
4.2	<b><u>Entries in the 'Wakefield Express Community'</u></b> It was agreed that the PPG should submit articles regarding the work the surgery is doing in aid of dementia and advise the new newsletter is ready for distribution.	<b>DS to submit</b>
4.3	<b><u>Dementia</u></b> Vicky, our mental health nurse, currently runs bespoke dementia clinics and has been doing so for the past 12 months.	
4.4	Vicky is also the surgery's 'dementia champion' and she plans to work with the surgery staff to make everyone 'dementia friends' as currently only 4 members of staff have had the training. Additional 'dementia friends' training will be made available to members of the PPG in the foreseeable future.	<b>DS to keep PPG informed</b>
4.5	As we have had no response in regards to the grant for signage and dementia friendly equipment for the surgery, DS advised he will be chasing this up.	<b>DS to chase up</b>
5	<b><u>New Work Strands / Patient Driven Initiatives</u></b>	
5.1	The surgery has received the results where we stand on the 'National Average'. The results came back that the GPs were overall good with care and concerns regarding patients, we are above average when it comes to patient trust in members of staff, and 77% of patients, who answered the questionnaire, are happy with the surgery opening times.  We are still below average for holding times for answering the phone however we have improved from last year and aim to continue with this progression.	<b>Work to be undertaken to continue improvements</b>
6	<b><u>Patient Suggestions</u></b>	
6.1	We have had praise from our patients regarding Dr Grzelinski and AQ. We have also had thanks from a new patient who said we made the transition from their previous surgery easy.	<b>DS to pass on praise</b>
7	<b><u>News from the Practice / Network / CCG / DH</u></b>	
7.1	<b><u>Connecting Care – Waterton Road Hub</u></b> This is still in the initial stages of development. There currently is a team of people who come in to discuss and prioritise the care of patients. The team consists of a nurse practitioner, social workers, a mental health worker, voluntary	<b>DS to keep PPG updated</b>

	organisations, and a pharmacist.	
7.2	<p><b><u>Frailty</u></b> The Avoiding Unplanned Admissions scheme came to an end in March 2017 and has been replaced by a new frailty scheme which began on 1<sup>st</sup> April 2017. This scheme is aimed at identifying 65s vulnerable from accidents and falls which could have been prevented.</p>	
7.3	<p><b><u>Community Work Coach</u></b> Jo, the community work coach, is currently based in the office to familiarise herself and other members of staff of what she can do and how we work. Her role is aimed to assist patients with who are either off work due to sickness or whose employment was terminated through sickness. The community work coach also meets patients within the community, for example in cafés and libraries.</p> <p>She offers immediate help such as CV writing, basic IT skills, and searching for jobs. She also helps patients who may not be looking to start work immediately but in the future by providing opportunities to develop English and maths skills and go into voluntary work. SW suggested that there may be room for liaison between the job club and Jo's work.</p>	
7.4	<p><b><u>Patient Comments</u></b> One patient suggested that we have a handrail in the corridor to help patients with difficulties walking. This has been discussed previously and, due to it being a potential hazard to children and wheelchair users, it was agreed that it is not a safe or suitable idea. Another patient made a comment about the signage of room number 23. DS asked the PPG if they could look at this on their way out to see if they can see any problems and ways we can resolve it if so.</p>	<b>PPG to feedback to DS at next meeting</b>
8	<b>Staff updates</b>	
8.1	MM is due to finish working with the surgery at the end of August and is looking into changing career paths. DS and the PPG thanked her for all of her help at the meetings and with the PPG.	
9	<b>Charity Update</b>	
9.1	<p>DS advised that even though we have tried to contact Alzheimer's society they are not responding to our offer of a donation.</p> <p>The PPG agreed to donate £250 to the dementia café at St Georges, £200 to Champs, and £200 to Dr Sharman's charity</p>	<b>DS to action</b>

	<p>for her running 10K.</p> <p>It was suggested that future money could be used to make the surgery more dementia friendly.</p>	
10	<p><b>Pharmacy Updates</b></p>	
10.1	<p>The changes which started in June have been overall well supported by staff and patients. GPs are discouraging the ordering of paracetamol on repeats but this is not currently banned from patients repeat prescriptions.</p>	
11	<p><b>News from Patient Network Group</b></p>	
11.1	<p>None of the patients who attended the last meeting were available to discuss.</p>	
12	<p><b>AOB</b></p>	
12.1	<p>DS informed the PPG that he will be helping the special Olympics as they are having an event at Pugney's between 8<sup>th</sup> and 11<sup>th</sup> August.</p> <p>The PPG read the Sight Wakefield district newsletter which DS brought in for them to view.</p>	
13	<p><b>Date and Time of next Meeting</b></p>	
13.1	<p>The next meeting will be on Wednesday 30<sup>th</sup> August at 1.45. Doors open from 1.30 for refreshments.</p>	