

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP (PPG) HELD
ON TUESDAY 3RD APRIL AT 1.45PM

Present: 13 attendees listed

Apologies: 6 apologies noted

Item	Description	Action
1	<p>The Chair welcomed everyone and thanked them for attending, and all the good work that the group has achieved.</p> <p>The Chair introduced a new member who used to be a virtual member and has now stepped up due to recent vacancies. Also a new member of staff, who has now become a full time member of staff and assists him. He has been with the practice over the last 5 years in various posts from Admin to Reception.</p> <p>One absentee who would still like to stay on and thanked the board for its support. Due to ill health another will be stepping down from the group. The Chair to write to her to thank her for being on the group and best wishes from all.</p> <p>The Survey results have been submitted to the Primary Care Trust and have been accepted.</p> <p>A member asked if anyone had heard of Christians against Poverty. She has stated that she would like to talk about this at a later date.</p>	<p>The Chair to send letter to member with thanks and best wishes from all.</p>
2	<p><u>Minutes from the last meeting and any matters arising</u></p> <p>It was agreed that the minutes were a true reflection of the last meeting and the Chair asked for any matters arising.</p> <p>2.1 A member mentioned that the St Georges link was still in progress, but the link was correct.</p> <p>2.3 The book of appreciation was given to Dr Tree-Booker; The Chair explained that they had managed to get a really nice one from an online store.</p> <p>The same member said the CTRL+ and appendix 1 was very good.</p> <p>2.3 The Chair looked on the RNIB website and found that darker colours especially a darker blue would be better and fed this back to the Webmaster, who also said that a hyperlink would be looked into adding to the website for the larger size text that CTRL+.</p> <p>2.4 The Chair spoke with staff members and as previously thought, staff are not happy about having their picture put up on the Website, so it was decided against this move.</p>	

2.5	A poster has been posted on the Website and in the waiting room of the You said, We did; giving feedback to everyone of the suggestions which have been implemented within the practice since the PPG (Patient participation Group) formed.	
2.6	The website volunteer has been speaking with Milton Keynes about the layout of the Choose & Book system, in trying to save money with the print format of the referral paperwork. He explained that at first it seemed promising but does not feel that this will now go anywhere. The Chair asked him to let him know if it peters off so he can possibly re-visit this again. The Chair explained the Choose & Book system for those who did not know what it was.	
2.7	Choose & book is where the patient has the choice of where and when they are treated. They choose from a service directory which gives the average waiting time for an appointment, geographical location or by specialist name.	
2.8	The Chair introduced Dr Carpenter, the new Senior Partner who joined the meeting briefly.	
2.9	Dr Carpenter thanked the group for all the valuable input the group has had to offer and how the partners appreciate what the group does and that she is happy to attend when she is available to do so.	
2.10	Dr Carpenter was congratulated on behalf of the group in becoming the new Senior Partner, it was noted that she is the first female to make Senior Partner at the practice.	
3	<u>Update on work strands</u>	
3.1	Website: This has already been discussed and is ongoing. The Chair to liaise with Webmaster about darker colour for text.	The Chair to continue liaising with Webmaster
3.2.	Patient Survey Action Plan update: The Chair explained that the details of the survey had been uploaded to the website and this can be found near the Patient Participation Group link (PPG). This is continual and will be updated accordingly.	
3.3	The Public Patient Engagement (PPE) Officer explained that Lupset Surgery PPG staff survey is one of the first that have been approved and the work carried out by the group is outstanding and well done.	
3.4	A member stated that it was nice to be able to put the view of the patient across.	
3.5	Primary Care Transformation Scheme update: The Primary Care Transformation Scheme is a PCT enhanced service which aims at reducing A&E attendances and emergency admissions. Each practice had to submit a plan of action to be authorised by the PCT. Lupset Health Centre has submitted and had approved	

<p>3.5.1</p> <p>3.5.2</p> <p>3.5.3</p> <p>3.5.4</p>	<p>the following plan:</p> <p>To employ an additional Nurse Practitioner to create more book-on-the day appointments that would have been seen by a GP.</p> <p>To employ an administration officer for 17.5 hours per week to work with various groups including patients, the Patient Participation Group, the PCT and the hospitals to analyse attendances and admissions and to formulate a plan to educate patients on more suitable alternatives to attending A&E.</p> <p>To provide 2 appointments each day that can be booked on the day by a healthcare professional working in A&E who having triaged the patient believes that they would be better seen by their own GP practice.</p> <p>To provide additional triage appointments during the afternoon clinics.</p>	
<p>4</p> <p>4.1</p> <p>4.2</p> <p>4.3</p> <p>4.4</p>	<p><u>New work strands</u></p> <p>A&E Attendances and Emergency Admissions: The Chair introduced Daniel as he would be overseeing this strand. He asked who would be interested in working alongside Daniel on finding out why, and informing people on when they should and should not attend A&E. 3 volunteers said they would be glad to help. The Chair asked the group their thoughts on how we could possibly get the message across to the surgery's patients. A discussion followed and the following ideas were put forward:</p> <ul style="list-style-type: none"> • A notice board in the waiting room with important information, please read. • Internet updates • Fridge Magnets • Credit card sized handouts – know your numbers • Poster on front door to the surgery • Information sent out with all standard letters • Leaflet Drop in surgery areas – would have to be done via street as due to data protection addresses could not be issued by surgery • Update to telephone message as and when required <p>A member asked who is responsible for getting the message out there? The Chair stated that is was a joint responsibility between surgeries and A&E/Public Health within the PCT.</p> <p>Someone mentioned that he and the NHS Development Worker attended a meeting today, at Community First Funding and explained that the Lupset Community has access to £17,000 funding and this may be available to the practice for advertising, the application would have to be specific to the Lupset area.</p> <p>Patient Care Plans: Look at Long Term Disease Care Planning (diabetes, asthma etc) The Chair explained that under this the patient will be more involved in their own care plan</p>	<p>Daniel to liaise with both to ensure propriety of bid.</p>

4.5	<p>looking at realistic goals and working alongside the nurse/doctor to achieve results. This was widely supported by the group.</p> <p>The Chair mentioned the difference between NHS Direct and West Yorkshire Urgent Care, A&E and King Street Walk in centre</p> <p>West Yorkshire Urgent Care is an advice/triage type system whereby an appointment can be booked with a GP if necessary. NHS Direct is a general advice line, where if you are worried about an ailment or health issue can ring them and they will advise you what the best form of action is.</p> <p>King Street walk in centre is GP surgery in its own right for people who live in the town centre but can also be used by <u>any</u> patient who does not/cannot visit their own GP. This is run by doctors and nurses the same as any surgery but is mainly used for minor injuries and illnesses. It is open 8am to 8pm, 7 days a week, although Bank Holiday timings may be restricted.</p> <p>Appendix 1 is a list of Pharmacies who are running a GP surgery on Easter Sunday between 10am -6pm Sunday 8th April.</p>	
5	<p><u>Patient Comments and Suggestions</u></p> <p>The Chair went through the suggestion received since the last meeting.</p> <ul style="list-style-type: none"> • Waiting room door slamming shut, a tension arm was needed to fix it, this has now been repaired. • Gents toilet temporarily out of order, this took a little bit longer than normal, but has now been fixed also. • Why has the % on online appointments gone down? This was explained that this is pro rata, so if a Doctor for whatever reason cannot be present at the surgery this reduces the appointments on line available to book. 	<p>The Chair to add to You Said we did</p>
6	<p><u>News from the Practice</u></p> <p>6.1 Dr Tree-Booker has now retired. He received a lot of cards and messages from well wishers.</p> <p>6.2 Dr Sallie Carpenter is now the new Senior Partner as previously mentioned.</p> <p>6.3 A new GP, Dr Ben Hammesley starts on 1st August, until then the new long-term locum is Dr Mani who started on 2nd April and not as previously mentioned Dr Kandur</p> <p>6.4 Due to the success of the Nurse Practitioner, the practice has employed a 2nd Nurse Practitioner who starts on 9th April and will work early mornings 4 days a week. She will provide book on the day appointments that are usually seen by a GP.</p> <p>Due to the patient survey a second telephone number has been installed this is 01924 291820, this will still take you to the automated system, but will be cheaper than the 0844 number.</p>	

<p>7</p> <p>7.1</p> <p>7.2</p> <p>7.3</p> <p>7.4</p> <p>7.5</p> <p>7.6</p>	<p>AOB</p> <p>Prior to the meeting it was requested that Dr Carpenter attend, this was carried out.</p> <p>A member mentioned the list that that someone had stated in his ‘any other business’, namely the hard copy of the Patient Practice leaflet was not mentioned, The Chair said that this list was not exhaustive.</p> <p>Someone passed a poster to The Chair for the GP’s awareness that she had received in connection with ‘Support for families programme’. This is a 1 year programme where families finding it hard to get back into the workforce for whatever reason are helped over a period of a year to assist in job interviews and problems/issues they may have in doing so. (please see appendix 2)</p> <p>There is a special Jubilee event at Jubilee Hall on Saturday 9th June, this is a community even that everyone can attend and the NHS Community Dev Worker asked if someone could attended to take Blood Pressure as they attended previously and diagnosed problems in a few people.</p> <p>The PRG member recently attended the monthly PCT meeting with the PPE Officer and the other volunteer and stated that in this meeting different practices stated how they dealt with different aspects and situations within the practice. Some surgeries use a little butterfly symbol to alert staff to the fact that this person suffers from dementia. One surgery has installed their own ultra sound machine and a member of staff to run it and give the results to the patient. A question that has been put forward for the next meeting is ‘How do you deal with DNA (do not attends) within your surgery?’ This is a good way to learn from each other and this meeting is on 8th May.</p> <p>A member mentioned the Link newssheet and that dementia awareness week is coming up and asked if anyone else received this. The Chair asked how she managed to get a copy as the information would be beneficial to patients of the practice.</p>	<p>The Chair to look into a volunteer to carry out this</p> <p>Daniel to give the details on DNAs to both PRG members</p> <p>The Chair to look into getting a copy of this booklet.</p>
<p>8.</p>	<p><u>Date and time of the next meeting</u></p> <p>Date and time of the next meeting was agreed as 1.30pm for refreshments start at 1.45pm on Tuesday 15th May.</p>	<p>All</p>

See a GP at a local pharmacy

Most GP surgeries close during Bank Holidays.

However, if you have a minor ailment/illness you can see a GP between

10am to 6pm on Easter Sunday (8th April) at selected pharmacies across the district.

Simply drop into any of the pharmacies (listed below) and ask to see a GP. You then have the added bonus of being able to pick up your medication while you are there.

Available 10am to 6pm on Easter Sunday (8th April)

Lloyds Pharmacy, 119 Carlton Street, Castleford

Exel Chemist, 56 High Street, Normanton

Medichem Pharmacy, Stuart Road Surgery, Stuart Road, Pontefract

Lloyds Pharmacy, 10 Market Street, Hemsworth

Medicx Pharmacy, Ossett Health Village, Kingsway, Ossett

Support for Families Programme

What is Support for Families?

It's a programme that offers dedicated support for up to one year to help you and other members of your family overcome barriers that might be preventing you from finding work.

Who delivers it in Wakefield District?

Four local organisations jointly run the scheme, which is run across Yorkshire by EOS. The organisations are SESKU Academy, Groundwork Wakefield, Dominion Employment Training Services and The ABLE Project.

How does it work?

Support is provided by a dedicated Family Progress Worker who will create an action plan with you, and work with you over the next year to carry out the plan. This might include identification of specialist support; training or volunteering opportunities; work placements and introductions to specialist agencies that deal with issues you might be facing.

How do people get onto the programme?

You need to be referred by someone working for the council, a voluntary organisation or a professional who knows you and/or your family and agrees that this would be a good scheme for you to join. Referral forms are available by telephoning the number below or going to www.wakefieldwellbeing.org.uk/?page_id=16

Want to find out more?

Call Wakefield District Wellbeing Consortium on 01924 361212 ext 238 or 239