

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION
GROUP HELD ON TUESDAY 3RD SEPTEMBER AT 13:45

Present:

13 members of the PPG were present, together with one guest speaker.

Apologies:

3 apologies were noted.

Item	Description	Action
1.1	Welcome and thanks from the chairman.	
1.2	Chairman introduced guest speaker, from the Practice Support Unit of the Clinical Commissioning Group, who had come to observe the PPG, and to give a short presentation on the purpose of the CCG and how it works.	
1.3	Chairman then gave a short presentation on the meaning of consent, with particular reference to the Electronic Data Sharing Model and Summary Care Records; together with change from implied consent to explicit consent. The PPG opined that the presentation was perhaps a little too complicated for most patients to be able to understand. Chairman undertook to simplify and then place on the health centre's website.	ACTION: Chairman to amend presentation and place on the website.
2	Minutes	
2.1	It was agreed that the minutes were a true and accurate reflection of the previous meeting of the PPG.	
3	Matters Arising None	
4	Update on Work Strands	
4.1	<u>Health Inequalities Scheme</u> The surgery continues to chase the progress of the HIS with the CCG on a weekly basis. As of this moment in time, the scheme has still not come to fruition, but members of the CCG continue to indicate that it will be going ahead, but are unable to provide a timetable at the moment.	
4.2	<u>DNAs</u> This particular work strand is now almost at an end. Posters have been placed in the waiting	ACTION: Chairman to amend the letters sent to patients who fail to

	<p>room detailing both positive and negative arguments as to why patients should not fail to attend their appointments. Furthermore, CCG guest suggested that other PPGs had amended the letters they send to those patients who do fail to attend their appointments, to include the express endorsement of the members of the PPG. The PPG agreed that this was a good idea.</p>	<p>attend their appointments, to include an expression of endorsement from the members of the PPG.</p>
5	<p>New Work Strands</p>	
5.1	<p><u>Expert Patient Programme</u> Chairman informed the PPG that dates have now been published for the courses that any volunteer would be required to attend. Chairman also gave a last appeal for any members of the PPG who would like to get involved in this initiative to offer their names. PPG member requested a poster that members could take away to advertise elsewhere.</p>	<p>ACTION: Chairman to request a poster for display outside the surgery.</p>
5.2	<p><u>Care Quality Commission</u> The CQC is unlikely to inspect the surgery in the near future as their inspectors are currently in a different area, and it will probably be some months before they are back in our area. Nevertheless, Chairman made an appeal for a couple of members of the PPG to speak to an inspector at short notice when they do return to inspect us. The CQC are particularly keen on speaking to a member of the PPG, and to patients generally about their experience of the surgery.</p>	
6	<p>Patient Suggestions</p>	
6.1	<p>A patient, who was temporarily registered with us, telephoned the surgery to thank us for the excellent standard of care she received from us.</p>	
6.2	<p>Patient came into the surgery to thank us for the excellent level of service we offered her. Both comments were passed onto members of staff.</p>	

<p>7</p> <p>7.1</p> <p>7.2</p> <p>7.3</p> <p>7.4</p>	<p>News from the Practice</p> <p>The surgery is now involved in the process of asking all registered patients for their consent to the new Electronic Data Sharing Model. We have currently asked approximately 1,800 patients, and are continuing to ask opportunistically through routine contact and correspondence.</p> <p>The Operations Manager has now returned to work and is much recovered. The Deputy Operations Manager remains on sick leave and will do so for the next couple of weeks. The Prescriptions Clerk also remains on sick leave. Chairman emphasised that all members of staff have responded very well to the situation.</p> <p>A practice nurse will be leaving the surgery at the end of September, and her job has now been advertised.</p> <p>The charity book sale has raised a total of £2,149 since its inception, with the total standing at £98 at the moment. Chairman appealed for suggestions as to charities that could benefit from a donation. The PPG expressed a wish that we should fund charities that are local, or with which the surgery has a personal connection.</p>	
<p>8</p>	<p>News from the Patient Network Group</p> <p>None</p>	
<p>9</p> <p>9.1</p> <p>9.2</p> <p>9.3</p>	<p>AOB</p> <p>A practice manager from a surgery in Leeds who has had difficulty establishing a Patient Participation Group would like to come and observe a the next meeting. PPG signified it is happy for her to attend.</p> <p>PPG member asked if the new telephone system is now active. Chairman confirmed that it is, but that the 0844 number has been retained for a further year, although it is now secondary to the new 01924 number.</p> <p>PPG member asked if the call-in screen is now</p>	

9.4	<p>working again. It is. PPG member also asked for confirmation of the surgery's new telephone number: 01924 731099.</p> <p>Two members of the PPG have asked if the PPG would like them to resign due to health problems. The PPG indicated that it is willing to allow them as much time away from the PPG as they require without resigning.</p>	
10	<p>Date and Time of Next Meeting</p> <p>Tuesday 15th October, 2013 at 13:45</p>	