

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION  
GROUP HELD ON TUESDAY 7<sup>TH</sup> AUGUST, 2012 AT 13:45

**Present:**

13 Members listed as present on the attendance sheet and in the minutes.

**Apologies:**

4 apologies accepted

<b>Item</b>	<b>Description</b>	<b>Action</b>
1	The Chair welcomed the members of the PPG and gave apologies from 4 members. The Chair also introduced a member of staff who is standing in for the Ops Manager while she is on holiday.	
2	<b>Minutes of the Last Meeting</b>	
2.1	It was agreed that the minutes were a true and accurate reflection of the last meeting.	
2.2	The website has been looked at again. However, the general consensus now is that the colours are now appropriate, and that we should leave the website for the time being. In addition, The Chair has contacted the Web Master and has been given the number of hits on the web site. This will now be requested on a monthly basis.	
2.3	A light sensor has now been placed in the disabled toilets.	
2.4	It is possible to put the survey on the website for patients to complete via a link to Survey Monkey. The survey can also be done through S1.	
3	<b>Matters Arising</b>  None	
4	<b>Patient Survey</b>	
4.1	The questions that will appear on the three questionnaires have now been put together. There are three surveys in total: the Primary Care Transformation Scheme Questionnaire (reducing attendances at the Accident and Emergency	

	<p>Department), the Patient Participation Group Directed Enhanced Service, and the Clinical Commissioning Group (lifestyle and demographics monitoring with 4 questions about access to GPs).</p>	
4.2	<p>It was suggested that the PCTS questionnaire should include in its introduction, a sentence explaining how it is to be completed. It was suggested that the telephone number of the West Yorkshire Urgent Care Service should be included. However, it has already been agreed that Choose Well leaflets will be available for distribution with the questionnaires and these contain the relevant contact numbers.</p>	<p><b>Action – the acting secretary to modify the survey accordingly.</b></p>
4.3	<p>The Chair explained that the PPG questionnaire is similar to the questionnaire we did for last year’s DES, but only some of the questions will be selected from it with 6 being asked in total. These questions are:</p> <ul style="list-style-type: none"> <li>• Staff helpfulness.</li> <li>• Impact by introduction of 2 NPs and additional GP appointments.</li> <li>• 0844 number being used.</li> <li>• Local number being used.</li> <li>• Future use of contact numbers (0844, local or a mixture).</li> <li>• Overall satisfaction with practice.</li> </ul>	<p><b>Action – The Chair to amend accordingly.</b></p> <p><b>Action – The Chair and Daniel to look at combining surveys.</b></p>
4.4	<p>The CCG survey was presented to the PPG and discussion ensued as to whether it would be better to have two separate surveys (including a combined one for the PPG/PCTS schemes), or to put all three together. The advantage of having two separate would be that if patients felt the whole thing to be too time consuming, they could elect to fill one in only. Two people believed that it would be better to do them all in one. A compromise solution was suggested whereby two questionnaires would be done on paper and one online. Someone suggested that a Progress Bar may be a good idea for online surveys. A sample of approximately 340 completed surveys was agreed, although any over 18 for the CCG survey would be acceptable.</p>	
4.5	<p>Having discussed the surveys, the PPG agreed with the questions asked.</p>	

5	<p><b>Lay Assessor on National Commissioning Board</b></p> <p>5.1 A member gave an update on his progress on becoming a lay assessor on the National Commissioning Board. He explained the primary duties of a lay assessor; these being to input a patient's experiences of health care services into the decision making process when it comes to commissioning new services for the NHS. He has been shortlisted and should get to know by Friday whether he has made it through to the next stage.</p>	
6	<p><b>Under 5 Admissions</b></p> <p>6.1 It was suggested that there is anecdotal evidence to suggest that some parents are using A&amp;E to queue jump e.g. when wanting to avoid a long waiting list for x-rays.</p> <p>6.2 The Chair asked the PPG if there were any organisations locally that could help in educating young mothers as to the alternatives to A&amp;E. One suggested the mother and child groups at places such as St George's and St Michael's, Wakefield. Local schools should also be involved. It may be possible to have something appended to local school newsheets.</p>	
7	<p><b>New Work Strands</b></p> <p>The group decided that there were sufficient work strands for the moment.</p>	
8	<p><b>Patient Suggestions</b></p> <p>8.1 Hearing aid batteries are now available from the surgery. We can also dispose of old batteries. The patient must bring their brown book with them though.</p> <p>8.2 A suggestion was received to the effect that the air conditioning should be left on to keep the temperature at a comfortable level. The Chair has contacted the patient and explained that if they are left on, it can become uncomfortably cold, so we must confine ourselves to responding to patient requests.</p>	

<p>8.3</p> <p>8.4</p> <p>8.5</p> <p>8.6</p>	<p>Disabled parking spaces are being used by people without a disabled badge visible in their cars. People are also using the ambulance parking area. It was agreed that a sign should be put up advertising the fact that they are disabled parking spaces. We should also look into slips that can be affixed to offending vehicles.</p> <p>A note was received complementing the reception staff on their helpfulness.</p> <p>A request was received for a water filter to be made available in the waiting room. This has been discussed on previous occasions and it was agreed that this is not a feasible idea due to cost, and practical considerations.</p> <p>An anonymous note was received suggesting that the appointments system needs to be redesigned, and that the reception staff are unhelpful. The Chair reiterated the appointments system, and it was agreed that it cannot be made to satisfy everyone. It was suggested that a note be put on the website, suggesting that if patients cannot find a suitable appointment on the internet, they should contact the surgery by telephone as there may well be other appointments available.</p>	<p><b>Action – The Chair to look at sign for disabled parking spaces.</b></p> <p><b>Action – The Chair to look at putting note in website.</b></p>
<p>9</p> <p>9.1</p> <p>9.2</p> <p>9.3</p>	<p><b>News</b></p> <p>A Sensory Impairment Scheme has been launched which will attempt to accommodate more fully, the needs of those who are blind, deaf, or who suffer from some other disability. Such attempts will include staff training, and the option for large print letters etc.</p> <p>A Lay Asthma Management Programme is being launched which would allow trained lay volunteers to help patients with their asthma management. There are a number of information governance related issues with this, which were raised by the PPG.</p> <p>Dr Ben Hammersley will return to work with the practice as a salaried GP on the 14<sup>th</sup> August. Dr Hammersley was previously a registrar here. A Practice Nurse has tendered her resignation and will be leaving at the end of the month. A newly recruited nurse will be replacing her in September/October. There will therefore be a</p>	

	period in which we are one nurse down.	
10	<b>Any Other Business</b>	
10.1	Mid-Yorkshire Hospitals are changing some of their procedures and pathways, and have produced surveys for members of the PPG to complete, asking for their views on this.	
10.2	The Chair asked if anyone would care to take over the secretarial duties of the Secretary, who has not been present for the last couple of meetings. One member said that she would think about it and feed back at the next meeting.	
11	<b>Date and Time of Next meeting</b>  Tuesday 18 <sup>th</sup> September 2012 at 13:45 at Lupset Health Centre	