

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION
GROUP HELD ON WEDNESDAY 12TH DECEMBER, 2012 AT 13:45

Present:

15 attendees recorded on the attendance sheet and in the minutes

Apologies:

5 apologies noted

Item	Description	Action
1	Welcome and thanks from The Chair.	
2	Minutes	
2.1	The ticker tape on the display screens has been amended to stay on longer. A poster has now been produced detailing the monies received through the book sale.	
2.2	New posters have been produced advertising when the practice is closed on a Wednesday afternoon for staff training.	
2.3	The Chair has not yet contacted the virtual members of the PPG as membership is sufficiently large at the moment. It was suggested that we contact them to check whether they are happy to continue as virtual members. The concept of a rolling membership was discussed, but was not adopted.	Chair to contact virtual members and confirm they are happy to remain such. Potentially invite one to attend the next PPG.
3	Matters Arising There were no matters arising.	
4	Patient Survey	
4.1	A presentation was given showing the results of the survey. The survey showed that the practice is providing a good service and patients are generally satisfied with it.	
4.2	The main point of note was that the 0844 telephone number is still very unpopular with the patients. 56% of the surveys showed that people were either 'not that happy' or 'not happy at all' with the number, and that 58% would like the practice to exclusively use a local number.	
4.3	The level of patient awareness of the West	

<p>4.4</p> <p>4.5</p> <p>4.6</p>	<p>Yorkshire Urgent Care Service (Out-of-Hours) was quite low at 46%. Therefore it was identified as an area requiring attention. There was also some discussion of the comments section which did not prove successful in gauging what people actually thought of the alternatives to A&E.</p> <p>Following the presentation, it was agreed that the main point to go in the action plan, was the 0844 telephone number, and that the figures should be presented to the partners to help inform their decision when the time came to renew or terminate the existing contract.</p> <p>Someone raised a potential problem with the telephones, that if a patient is parked rather than simply being put on hold, the telephone makes an odd noise.</p> <p>The Chair offered thanks to all those who participated in the production and roll-out of the survey.</p>	<p>Staff to check telephones to ensure working correctly.</p>
<p>5</p> <p>5.1</p> <p>5.2</p> <p>5.3</p>	<p>New Work Strands</p> <p>The Chair introduced the Older People’s Programme Manager, who is supporting the Primary Care Trust in the Lay Educators Asthma Project (LEAP).</p> <p>The Manager explained the nature of the programme and how it would work in practice.</p> <p>The PPG raised a number of concerns, specifically the extent to which lay educators would have access to clinical records. A member raised the issue of who would interview potential volunteers. It was explained that this has not been formalised as yet, but it will most likely include asthma specialist clinicians. These, together with issues of clinical governance are in the process of being worked out and formalised while the search for practices willing to take on the project is underway. The PPG gave a positive but cautious response.</p>	
<p>6</p> <p>6.1</p>	<p>NHS Poster</p> <p>The Chair briefed the PPG on the continuing</p>	

	<p>progress of the initiative to involve local schools in designing a poster to educate patients about the alternatives to A&E. Two assemblies have been done in Snapethorpe and Flanshaw primary schools, and a good response has been received.</p>	
7	<p>Patient Suggestions</p> <p>One complement received for a Nurse which has been passed onto her.</p> <p>Could the practice provide an alcohol gel dispenser by the side of the automatic booking-in screen for hygiene reasons.</p> <p>Can the double doors from reception into the waiting room be made automatic?</p>	<p>Secretary to look at providing one.</p> <p>Chair and Ops Manager to look at possibilities.</p>
8	<p>News from the Practice</p> <p>8.1 As a result of a recent clinical complaint, The Chaire has produced an Appointments Policy that details the procedure that should be followed in the event that a patient does not present for their appointment.</p> <p>8.2 A discussion followed centred on the number of patients who do not attend for their appointments. It was agreed that this would be put on the agenda for the next PPG meeting as a new work strand.</p>	<p>Chair to raise at the next Primary Health Care Team meeting, the issue of a rigid DNA procedure.</p> <p>Secretary to look at the financial cost/time cost of DNAs.</p>
9	<p>AOB</p> <p>9.1 The outgoing Ops Manager's retirement party took place on Friday 30th November and went very well. The new staff member has now taken over her responsibilities.</p> <p>9.2 The PRG volunteers attended a meeting of the Patient Representation Group Network. The meeting discussed technological innovations in the NHS. In addition, Helen Butters from the PCT is currently in the process of investigating the appointments system at Pinderfields General</p>	

9.3	<p>Hospital as there are concerns about the proper use of appointments.</p> <p>A member informed the PPG of a new group organised by Scope for disabled people over the age of 50. The group is currently looking for volunteers.</p>	
10	<p>Date and Time of Next Meeting</p> <p>Tuesday 15th January, 2013 at 13:30</p>	