

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION
GROUP HELD ON TUESDAY 15TH JANUARY, 2013 AT 13:45

Present:

10 members recorded on the attendance sheet and in the minutes

Apologies:

8 apologies noted

Item	Description	Action
1	Welcome and thanks from The Chair.	
2	Minutes	
2.1	The Chair has attempted to contact our one remaining virtual member, but without success at the moment. Efforts to contact her will continue.	
2.2	The problem with the telephone system raised previously has been discovered to be a technological issue, and work is continuing to try and resolve it. This is being done in conjunction with another issue that has been raised by a patient, namely that the pre-queue does not at present contain any message informing callers of the restricted working hours of the prescriptions and results clerks.	
2.3	An alcohol gel dispenser has been ordered for the front desk.	
2.4	A member raised the issue of the results of the survey, which demonstrated that a majority of patients are unhappy with the use of the 0844 number. The Chair explained that we must try and educate people to call at the appropriate time, and that the evidence of all the surveys we have done will be presented to the partners when the time arrives to renew or replace the existing contract.	
3	Matters Arising	
	The Lay Educator for Asthma Programme has requested volunteers to be trained in asthma management. There was no interest from members of the PPG.	
4	Update on Work Strands	

<p>4.1</p> <p>4.2</p>	<p>There is now a new email address available for patients who wish to make complaints or comments about the practice. This has a link on the website and is monitored by staff.</p> <p>The annual report on the work of the Patient Participation Group should be ready to be reviewed by the next meeting at the end of February. This will contain an action plan, incorporating the results of the patient survey.</p>	<p>Action – The Secretary to produce PPG report for the next meeting.</p>
<p>5</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p> <p>5.5</p>	<p>New Work Strands</p> <p>Patients who DNA</p> <p>DNA figures were provided over the last 6 months, together with potential factors as to why patients miss their appointments.</p> <p>Various means of communicating with patients were discussed, including email and text messaging. The potential confidentiality issues with texting were discussed. However, the PPG agreed that these could be assuaged by having patients confirm at their registration that they are happy for the mobile telephone number they give to be used for texting them their appointment times.</p> <p>Chair asked for volunteers from the PPG to form a small submeeting specifically to discuss DNAs and steps forward. 2 members volunteered.</p> <p>A discussion was then had as to the best way of collecting information on the causes of DNAs. It was agreed that instead of another survey, it would be better to call patients who have missed their appointments directly, and ask them the reason. A member asked if clinicians could ask patients who have recently missed an appointment why they have done so. The Chair responded that they could be asked to do so, but that the GPs in particular had a great deal to do in a 10 minute appointment as it is, and they might not be happy to do this.</p> <p>The Appointments Policy was also referred to, with regard to the surgery’s policy on chasing up DNAs. The Chair reiterated that the surgery will</p>	<p>Action – Chair to check telephones to see if the options are still available after the surgery closes.</p> <p>Action – Chair to discuss telephoning routine appointments rather than sending letters at the Primary Health Care Team meeting.</p> <p>Action – Secretary to coordinate meeting with the volunteers.</p>

	<p>chase up urgent appointments that have been missed by telephone, but that if no response could be obtained, we would not pursue the patient any further. The standard policy of responding to those who recurrently DNA was also explained for the benefit of the PPG.</p> <p>Health Inequalities in Wakefield</p>	
5.6	<p>The Chair briefed that the Clinical Commissioning Group (CCG) are working with Wakefield Council to look at this. They have produced a scoring system, the exact mechanics of which we are not privy to, but Wakefield has an average score of 25. Lupset has a score of 31. We therefore suffer from more health inequalities than the average area in Wakefield. This means that we are eligible for further investment, with the aim of commissioning new services.</p>	
5.7	<p>The stipulation attendant to the investment is that it must be related to the Joint Strategic Needs Assessment (JSNA). This includes such factors as smoking and alcohol use. There was a strong feeling on the PPG that drug use was also a major issue for the area, and that though something may not be on the JSNA, if we can put together a sufficiently convincing case for investment in a particular area, this should be taken seriously.</p>	
5.8	<p>Other possibilities discussed included mental health. This has already been identified as an area where work is required. In the current economic climate, financial worries are increasingly affecting the mental health of patients. This may be an area for us to look at.</p>	<p>Action – PPG members to feed back on areas where they think attention may be required.</p>
7	<p>Patient Suggestions</p>	
7.1	<p>A comment was received from a patient, stating that she was unhappy with the manner of the nurse whom she saw. This has been communicated to the nurse in question, and The Chair will contact the patient.</p>	
8	<p>News from the Practice</p>	
8.1	<p>The Chair explained that first, second and third</p>	

	<p>prize winners have been selected from among the entries submitted as part of the poster campaign. The prize giving ceremony will take place on Friday 18th January at Flanshaw School, with a member of the Wakefield Wildcats presenting the prize to the winner. The presence of the Wakefield Express has been requested, plus a photographer.</p>	
9	<p>AOB</p> <p>9.1 The PNG attended a meeting at Ossett Town Hall where the future of the Mid-Yorkshire Hospitals Trust was discussed. The decision has been taken that Dewsbury and Pontefract Hospitals will be downgraded, with most specialist services being relocated to Pinderfields. Someone asked if Dr Sheppard would be prepared to brief the PPG on the changes in the NHS at the next meeting.</p> <p>9.2 It was briefed that the Wakefield Local Involvement Network (LINK) is to become Health Watch. Thanks also, for the notice discouraging the use of mobile telephones within the surgery.</p> <p>9.3 One of the members asked would the GPs be prepared to draw retired patients' attention to the University of the Third Age which provides educational opportunities for the long-term unemployed and the retired for £10 per year. She is to bring brochures to the next meeting.</p>	
10	<p>Date and Time of Next Meeting</p> <p>Monday 25th February, 2013</p>	