

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

Present:

11 members of the PPG were present

Apologies:

9 members gave their apologies

Item	Description	Action
1.1	Welcome and thanks from Chairman.	
2	<p>Minutes</p> <p>2.1 It was agreed that the minutes of the last meeting were a true and accurate reflection of what took place.</p> <p>2.2 The last meeting's presentation on consent has now been amended and if available on the web site. Chairman has amended the practice's DNA letters (with the exception of those pertaining to hospital appointments and new patient health checks) to reflect the endorsement of the PPG. Upon discussion, it was agreed to amend the new patient health check letter as well. A poster has been procured for the Expert Patient Programme.</p>	<p>Action – Chairman to amend NPHC letter.</p>
3	<p>Matters Arising</p> <p>None</p>	
4	<p>Update on Work Strands</p> <p>4.1 <u>Health Inequalities Scheme</u> It is still the case that unfortunately there has been no further progress on the HIS since the last meeting. The PPG will be updated as soon as there is any progress. Chairman recapped the reason for the delay; namely that after the reorganisation of the NHS in April 2013, the NHS England funding for the programme ended up with the local authority, and the delay is in reappportioning those funds.</p> <p>4.2 <u>DNAs</u> Chairman asked the PPG if this item could now be removed from the agenda, as this work strand has now been completed. The PPG agreed, on the basis that DNAs will again be reviewed in six</p>	

	months time.	
5	New Work Strands	
5.1	<u>Expert Patient Programme</u> The date of the training sessions has now become available; 4 th November, 2013. The training sessions will be held at Castleford, Normanton and District Hospital and West Wakefield Methodist Church.	
5.2	<u>Care Quality Commission</u> Three members of the PPG expressed interest in speaking to the CQC should their inspectors wish to interview members of the PPG.	
6	Patient Suggestions	
6.1	New patient suggestions have been received either via the suggestion box, or the email address.	
6.2	Two notes of thanks have been received, the first from the patient who climbed Kilimanjaro in aid of a charity, and the second from the family of a deceased patient who wished to thank the practice for their care of a relative.	
7	News from the Practice	
7.1	The situation with regards to staff absences is now improving. The Operations Manager and her deputy have now returned to work. The Prescriptions Clerk is due to begin a phased return to work in the very near future. Chairman reiterated that both the reception and administrative staffs have coped extremely well with the situation, and have been very generous with their time.	
7.2	A practice nurse has now left to take up a new position. Her replacement will hopefully be in position by the time of the next PPG meeting, as the interviews are taking place on Thursday 17 th October.	
7.3	The practice intends to take on an apprentice for a period of eighteen months under a government scheme that allows people between the ages of eighteen and twenty-four who are out of work to	

	<p>gain experience of the NHS and complement their CV. The apprentice will work in both administration and reception, after completing a six week period of work experience with us. The apprentice will be paid during the course of their apprenticeship.</p>	
7.4	<p>The practice has also agreed to take on a student nurse from the University of Huddersfield. She began work last Monday.</p>	
7.5	<p>We are taking approximately £75-100 per month now, and suggestions were taken from the PPG as to which charities the money should be donated to. The current balance is approximately £230. A member suggested the Brick House at Ossett which looks after 12-17 year old children. A patient also suggested the Brain Tumour Research Fund and Kids Aware at the Jubilee Hall. Another member also provided a list of local charities. It was agreed after some discussion that £100 each should be given to the Brick House and Kids Aware.</p>	
8	<p>News from the Patient Network Group</p>	
8.1	<p>There was a meeting held in September which a member attended. The walk-in centre contract has been rolled forward to March 2015, but it is under consideration as to where it should be located in future. A survey is being carried out. Chairman asked the PPG where best would the walk-in centre be situated, and would people use it. There was a general consensus that it should be located next to A&E. Two members raised the issue that there is still a great deal of confusion as to what a walk-in centre is actually for.</p>	
8.2	<p>A representative of the CCG issues a weekly letter to practices and will be including anything relevant discussed at Network Meetings in it.</p>	
8.3	<p>The proposed changes to Midyorkshire Hospitals NHS Foundation Trust have been rejected by the Oversight and Scrutiny Committee, and the matter has now been referred to the Secretary of State for Health.</p>	
9	<p>AOB</p>	

9.1	<p>The West Yorkshire Area Team of NHS England has asked if a practice manager from Leeds can observe the next PPG meeting held here, as she is struggling to establish one at her own practice. PPG signified approval.</p>	
9.2	<p>Chairman informed the PPG that a former full member, and current virtual member of the group, has sadly passed away. His wife gave permission for the PPG to be informed.</p>	
9.3	<p>A member has suggested by email, that a second disabled parking space be added, and drainage improved in the existing ones. PPG agreed not at the moment as we already have two, but we would keep the matter under review.</p>	
9.4	<p>Community Services have moved out of Castleford, Normanton and District Hospital. Some have moved to the Ossett Health Village.</p>	
9.5	<p>A member raised the issue of the recent proposals for GPs to be open twelve hours a day, seven days a week in order to reduce the burden on A&E. There is very little available information at the moment, except to say that nine pilot schemes are planned around the country for next year, and £50,000,000 of funding is available. There is some interest within the Local Clinical Network. The PPG raised a number of issues that may arise, including the need for extra staff. A member suggested that if it helped to reduce A&E attendances, then it is worth investigating.</p>	
9.6	<p>Chairman raised the issue of the patient, who at the meeting in June of this year made a presentation to the PPG. A request has been received from the Parliamentary Ombudsman for Health for all relevant information, as the patient has made a complaint to them, regarding membership of the PPG and his treatment during the course of his presentation. The investigation is ongoing but there is no involvement from the PPG at this time.</p>	
9.7	<p>Member asked if a CCG update could be added to the agenda in future.</p>	<p>Action – Secretary to add to future agenda.</p>

9.8	Member also asked if the Chairman could give a brief explanation of the new structure of the NHS. Chairman briefly explained the differences between NHS England and the CCGs.	
10	Date and Time of Next Meeting Tuesday 3 rd December, 2013	