

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION  
GROUP HELD ON TUESDAY 16<sup>TH</sup> APRIL, 2013 AT 13:45

**Present:**

13 members and one guest speaker were in attendance

**Apologies:**

5 apologies were noted

Item	Description	Action
1.1	Welcome and thanks from The Chair.	
1.2	The District Nurse Manager gave a briefing on the work of the District Nurses, and what patients can expect of them.	<b>Action – Sec to check Single Point of Contact telephone number available on the practice’s web site.</b>
2	<b>Minutes</b>	
2.1	It was agreed that the minutes of the last meeting were a true and accurate reflection of what took place.	
3	<b>Matters Arising</b>	
	None	
4	<b>Update on Work Strands</b>	
4.1	<u>DNAs</u> The publication of the DNA rates has suffered a set-back recently, in that we are at present not able to use them properly. Further training has been arranged, so hopefully this situation will not persist for long.	<b>Action – The Chair to turn off the aural appointment alert on the call-in boards.</b>
4.2	<u>Health Inequalities Scheme</u> The practice’s submission has now been further refined. As it stands at the moment, the practice will focus on the following areas: <ul style="list-style-type: none"> <li>• Asthma exacerbations requiring attendance at A&amp;E.</li> <li>• COPD management.</li> <li>• Smoking cessation (particularly smoking during pregnancy).</li> <li>• Alcohol early intervention.</li> <li>• Access to physical activity (for mental health well being and obesity).</li> <li>• Dementia</li> <li>• Contraception and Sexual Health (particularly targeting the under 25s).</li> </ul> Debt management has been dropped after	

<p>4.3</p>	<p>discussion with the Clinical Commissioning Group. The CCG considers these areas to be impressive enough to pursue three of these areas as pilot schemes, with a view to extending them across the Wakefield District. The issue of audit was raised; how we are going to measure our success. The Chair explained that there are a number of short term targets over the course of the two years by which we will measure her success.</p> <p><u>Replacement Telephone System</u> As recent practice surveys have demonstrated, the existing telephone system is unpopular amongst some of our patients. The practice has decided therefore to adopt a new system, while remaining with the existing company (Daisy). The new system combines the 0844 and 01924 telephone numbers. Both numbers will now lead directly into the Daisy ‘Cloud’ and so will both go into the queue.</p> <p>The partners decided to retain the 0844 telephone number for continuity, as that is still the best known of our numbers, but patients will be able to choose whichever one to use. There will now be no difference on how the numbers are received and dealt with, but calls to the 0844 number will remain more expensive for mobile telephones. The new contract pays of the remaining time on our existing contact, and will run for six years.</p> <p>The group agreed that this was a positive step forward and endorsed the plans.</p>	
<p>5</p> <p>5.1</p> <p>5.2</p>	<p><b>New Work Strands</b></p> <p>The Chair briefed the PPG on patient understanding of consent and the necessity for this and asked the group to ensure they felt there was sufficient information to make an “informed” decision.</p> <p>The Locality Group has again suggested the possibility of designing joint questions of the patient satisfaction survey this year. The PPG reiterated its view that we would do better to create our own survey, as our needs and circumstances are different to those of other</p>	<p><b>Action – PPG asked to consider the issue of informed consent for the next meeting.</b></p>

<p>practices.</p> <p>5.3</p> <p>5.4</p> <p>5.5</p>	<p>Care Quality Commission inspections started on 1<sup>st</sup> April and the practice could now be inspected at any time. Inspectors will carry identification and will likely focus on asking patients and members of staff about the various services that we provide and the outcomes from these.</p> <p>A Dental Care Survey is now available for the PPG to complete if they wish. It relates particularly to the provision of emergency dental care.</p> <p>The Chair also raised the issue of the Expert Patient Programme again. This would involve training lay people to assist patients with monitoring their long term conditions.</p>	<p><b>Names of interested patients to be fed back to the next meeting.</b></p>
<p>6</p> <p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p> <p>6.5</p>	<p><b>Patient Suggestions</b></p> <p>A comment was received drawing our attention to the perceived lack of diabetic foods in supermarkets. The PPG agreed that there is very little that we can do about this. However The Chair has passed on the suggestion to the council.</p> <p>The sign asking patients not to use their mobile telephones in the waiting room needs to be larger as people are not taking any notice of it. The PPG agreed that there is no more we can do on this issue, as there will always be people who ignore the signs.</p> <p>Our telephone number is constantly engaged and we do not pass messages along. The Chair has attempted to phone the patient to chase this up without success so has emailed.</p> <p>A comment thanking a GP was received from a lady whose father she treated. This has been passed on.</p> <p>A request for a water dispenser to be available in the waiting room. The PPG again agreed that this should not be done.</p>	
<p>7</p>	<p><b>News from the Practice</b></p>	

7.1	The clinical commissioning news letter has been published. Within it there is information regarding the suggested reorganisation of secondary care and details of public meetings.	<b>The Chair to forward.</b>
7.2	The charity book sale records of where donations have gone are now available for everyone to view. A member asked for the information to be forwarded on to her so she can present it to other groups.	
7.3	One of the members has had an offer of good quality books if we sell them for at least £1. PPG agreed that we would rather keep the 20p minimum donation, but we would accept the books if we could set our price.	
7.4	The issue of publishing DNAs in the Wakefield Express was raised. The PPG agreed that this was something that should be pursued.	
8	<b>AOB</b>	
8.1	Christians Against Poverty postponed.	
8.2	A meeting is being held on 22 <sup>nd</sup> March to discuss recent efforts to allow patients to access certain parts of their own record.	
8.3	The Chair asked if the PPG would be happy to donate some of the book sale money to a campaign for a children's organ donation charity in LGI. PPG agreed.	
8.4	A member has asked whether she should be permitted to continue on the PPG as she has missed some meetings due to other commitments. PPG agreed that she should remain a member of the group.	
8.5	A previous member of the PPG asked for his regards to be passed on to us. The PPG asked that our thoughts for the ex member and his wife should be minuted, and our regards passed on to him, together with our appreciation for the work he did.	
8.6	One of the members asked if there was a way of escalating any concerns to a higher level. The PPG agreed that we should wait until a situation	

	<p>arises before investigating this.</p> <p>Another member has brought in the Care Link leaflets produced by Wakefield District Housing. ST then explained the service. Please also see the Later Life news letter attached to these minutes.</p>	
9	<p><b>Date and Time of Next Meeting</b></p> <p>Wednesday 5<sup>th</sup> June, 2013 at 13:45</p>	