

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION GROUP
(PPG) HELD ON MONDAY 18TH JULY 2011 AT 2pm.

Present: 15 members in attendance recorded in the minutes and on the attendance sheet

Apologies: 4 apologies noted.

Item	Description	Action
1	<p>The chair thanked everyone for attending, new and previous. All members introduced/re introduced themselves for the benefit of new members. He mentioned the name plates and explained that he had not had chance to print them off as yet. A member produced some that he had prepared earlier, these were distributed and a big thanks to him for completing this task.</p>	
2	<p>The chair asked if the minutes were a true reflection of the last meeting. Everyone confirmed they were. A member had forwarded a typo which Dave explained had been amended in his copy. The ‘jargon buster’ sent to everyone in the last minutes is a work in progress and a few points also requiring clarification requested by him, which the chair will speak to him separately about.</p> <p>The chair again thanked the volunteer for offering to be the Secretary and stated that this was carried unanimously at the last meeting.</p>	<p>The secretary to send minutes to the Chair for dissemination.</p>
3	<p><u>Chairs for the waiting room</u></p> <p>These have now been ordered, 3 in total these are 5cm higher with arms. Should arrive by the end of July.</p> <p><u>Suggestion Box</u></p> <p>The chair made a list of all suggestions sent in via e-mail and the suggestion box. A member made an interim box from a box and silver paper, a new one had now been bought and the one made is used for staff suggestions.</p> <p>Suggestions will all be read out in the PPG. List of all follows later in minutes.</p> <p>A suggestion section has also been added to the Lupset</p>	<p>Chair to add list of suggestions to minutes for issue. (items listed below item 6)</p>

	<p>Group Medical Centre website, this can be found at www.luspsurgery.co.uk.</p> <p>Any items that may cost a large amount will go before the partners, but most items can be put through the PPG and decided on at meetings.</p> <p>The chair explained that he would go through the list of suggestions already received later in the meeting.</p> <p><u>Leaflet for PPG</u></p> <p>This is to be worded by the Chair, issued with the minutes and all to decide if okay to be published at next meeting. There is already a copy of this on the internet at the moment.</p> <p>A member has reviewed the patient leaflet which is around 18 pages long and is sent to new patients upon joining the practice.</p> <p>His overall opinion is there is a lot of information, which requires sorting into categories of must have, nice to have and not relevant. He has also given suggestions as to how this could be done, one of which would be to add an index. Also suggestion on how this could be produced.</p> <p><u>FAQS</u></p> <p>The chair said that this would be covered in more depth in item 5.</p>	<p>Chair to draft a copy and all to vote next meeting.</p>
4	<p>The chair recapped on the TORs and asked if everyone had had chance to read them. It was discussed and a vote was taken on which to use, the formal or less formal one. It was agreed unanimously that the less formal one would be used. Chair is to write out the points this would cover and all agreed that confidentiality would be added although common sense does prevail.</p> <p>A member mentioned that it was nice to see more posters in the reception areas on various items.</p> <p>The mission statement is also to be reviewed. Chair will reword this and send out with the minutes for everyone to read and decide upon at the next meeting. If everyone is happy with this, this will be published in the patient leaflet and on the website.</p> <p>At the moment there are 18-19 people on the PPG. It is</p>	<p>Chair to collate and distribute with the minutes.</p> <p>All agreed this was a</p>

	<p>suggested that there should be around 12. Due to the number of people already on board, it would prove very difficult for facilitating meetings if more people joined. In light of this, the secretary suggested there be a waiting list for people who are interested in participating, until such time a vacancy arose, although not actually attending meetings, they would still have their say in suggestions and ideas as these could be forwarded to the Chair or Secretary and brought forward to the meeting. The people on the waiting list would be copied into the minutes of the meeting and agenda items so they could participate without attending, sort of like a virtual attendee.</p> <p>A member asked about the new section of the surgery. The Chair explained that this would have been ready but 3 of the new desks have buckled legs and have to be replaced, these should be in place by Thursday this week.</p>	<p>good idea. Chair to contact all future requests to join the PPG and explain the situation.</p> <p>Desks awaiting arrival.</p>
5	<p><u>FAQS</u></p> <p>The chair requested ideas for the FAQs leaflet</p> <p>A discussion followed about the below items and what they did, why and wherefores and it was decided that the following items would be added to the FAQs list.</p> <ul style="list-style-type: none"> • Triage: What is it? and how is it used • Choose well details when/when not to see a doctor • Nurse Practitioner: What do they do and who they are, when they can be used. • Who issues the methadone prescriptions • Health Trainer, what they do and who they are. • How to book an appointment: the different type's i.e. telephone, in person, e-mail. • A list of the telephone codes which are all ready on the website, to save waiting longer in the queue. <p>One member said it was very difficult to forward book a doctor's appointment. The operations manager explained that although every endeavour is made to get patients booked in with the doctor of choice there are only 14 doctors in practice and not all work full time, so there may be 1/14 chance of you getting the doctor of choice. Every doctor has access to patient notes, so all doctors can treat patients regardless of them being seen previously by them.</p> <p>Appointments can be booked up to a fortnight in advance either in person, e-mail or telephone (both in person and using the automated system).</p>	

	<p>The patient public engagement (ppe) officer arrived at this point and the Chair recapped the items of the meeting that she had missed, introduced new members to her.</p> <p>She asked if we were happy for other groups to be given access to our patient information leaflet. All agreed</p>	
	<p>One member asked about the 0844 telephone number and how this cost more money due to having a bundle plan with her telephone company and believed that the surgery is making additional money from these calls.</p> <p>The Chair explained that they are tied into a contract with the 0844 contract for a further 3-4 years, but when this is up for renewal, they will look into the costing of possibly going back to a local rate number. Although the phone company does state that calls should not be more than standard rate calls. He also went onto explain that they are aware that bundles and mobiles cost more money if used to contact the surgery. He has raised this with the phone provider but suggested using landlines where possible.</p>	
6	This was previously discussed in item 3.	
	<p>The chair went through the items that had been put forward either via the suggestion box or e-mail.</p> <p>Higher chairs in reception</p> <p>Better appointments system and attitude of staff (this item was anonymous) a discussion followed about anonymous items submitted and it was decided that if contact details were not given the suggestion would still be investigated but no feedback could be given.</p> <p>He has spoken with members of staff to re iterate their responsibility/role. All staff are given training on how to deal with customers.</p> <p>Appointment times – 5 minutes not long enough</p> <p>Appointment times are in fact 10 minutes which should be sufficient time for all appointment if the doctor asks the right questions and the patients speaks clearly.</p>	<p>Chair to forward this list to members in future.</p> <p>Chairs already ordered</p> <p>None</p> <p>None</p>

	<p>One member explained that he had previously carried out several surveys on this subject and most appointment times are 8 minutes. Proportion balances with non attendees and longer appointments breaks even over a period of time.</p> <p>Prescription renewals</p> <p>Prescriptions are never issued over the phone due to data protection issues, but there are several ways that they can be re ordered. E-mail , Internet link or at the reception desk.</p> <p>Call costs</p> <p>Previously discussed</p> <p>Bench/Additional seating in reception area for people waiting to book appointments</p> <p>Can the Radio be put on</p> <p>This could have been done via asking at reception, helps to alleviate the waiting time.</p>	<p>Information to be added to FAQs sheet.</p> <p>None</p> <p>Some seats which the surgery already had are to be used, at no additional cost.</p> <p>This was done.</p>
7	<p>The chair explained that leaflets from helping hands and St Georges Healthy living Centre for everyone including adult learning information</p> <p>One member mentioned that some people have stated that the Pharmacies have started advising people who have to take 3 or more tablets and may have forgotten what they are for and if they still need to take them.</p> <p>Another asked if there was anyway patients who are prescribed more items on a prescription can get help in paying for them, as some were not getting medication as they could not afford all of them.</p> <p>The secretary explained that she has to take a lot of medication daily and she has a pre payment certificate from the NHS ‘ If you will have to pay for four or more prescription items in three months, or more than 14 items in 12 months, you may find it cheaper to buy a PPC. The charge for a single prescription</p>	<p>Chair to add to website.</p> <p>To be added to FAQ’s and website</p>

	<p>item is £7.40, whereas a three month PPC will cost you £29.10 and a 12 month PPC £104.00 Breaks down to £10.40 per month via direct debit. This can be obtained via contacting PPA on the internet http://www.nhsbsa.nhs.uk/1127.aspx or telephone 0845 850 0030</p> <p>Above information taken from the website</p> <p>The ppe officer asked for a member's contact details as he has volunteered for the PCT meetings. She is to forward dates of all future meetings.</p> <p>She also mentioned that there is a PCT AGM 19th July 10.30 – 1300 at St Catherine's Church –Doncaster Road if anyone would like to attend. Sharon said that if she could, she would try to attend but this may not be possible.</p> <p>She explained that the reason she was late is that she had attended a meeting at Kirklees/Calderdale cluster and would not be able to attend all our future meetings as the WPCT is now pulling together with the Kirklees and Calderdale areas. She has requested that she still be copied into the minutes and agenda items and can be contacted if required.</p>	<p>Chair has passed information to her</p> <p>None</p>
	<p>Date of next meeting Tuesday 16th August 1.45pm</p>	