

MINUTES OF THE LUPSET HEALTH CENTRE PATIENT PARTICIPATION  
GROUP HELD ON TUESDAY 18<sup>TH</sup> SEPTEMBER, 2012 AT 13:45

**Present:**

12 members in attendance

**Apologies:**

4 apologies given

<b>Item</b>	<b>Description</b>	<b>Action</b>
1	Welcome and thanks from the chairman to the members of the PPG.	
2	<b>Minutes of the Last Meeting</b>	<b>Amend minutes accordingly.</b>
2.1	Two members requested that the minutes of the last meeting be amended to correct mistakes in the spelling of their names.	
2.2	One enquired as to the number of hits the website has received. The Chair reported that in July there were 927 visits, 711 of whom were new visitors. It was agreed that reports on the website would now be given on an exception basis.	
3	<b>Matters Arising</b>  None	
4	<b>Patient Survey</b>	
4.1	As discussed at the last meeting, there were originally three surveys to be run concurrently. However, the Chair explained that the payment being offered for taking part in the Local Incentive Scheme survey is derisory and would not be sufficient to cover costs incurred. The Chair has written to the PCT requesting an urgent review of their decision as it is unlikely to be carried out by many, if any, practices in the Wakefield District as it stands.	
4.2	In light of the changed circumstances, the Chair proposed and the PPG agreed that we should proceed with the remaining two surveys relating to A&E and patient satisfaction.	
4.3	The NHS Community Development Worker	

	<p>raised the issue of the Community First funding and suggested that we might use this to cover some of the costs of the survey. The Chair stated that our intention had been to use that money on a patient education campaign, and we would rather not use it to cover costs that would ordinarily have been covered by the LIS. Two members agreed to assist in the formation of a bid for funding, with the proviso that they would have to declare an interest to the board.</p> <p>4.4 There is now also a third survey called the Pharmaceutical Services Survey which has been issued by the PCT. This relates to pharmacies and the way in which patients are using them. The members of the PPG agreed to fill one out, rather than add this to the growing list of surveys for patients to complete.</p>	<p><b>Action – PPG to complete surveys and return to surgery.</b></p>
<p>5</p> <p>5.1</p> <p>5.2</p> <p>5.3</p>	<p><b>Parental Education</b></p> <p>The issue of an education campaign for young parents has been discussed at the Locality Group meeting, and a number of suggestions have been put forward. The PPG agreed that our primary target would be the Sunbeam Centre in Lupset which has close contact with new parents, together with Snapethorpe School with which both the Chair and the Dev Worker are already familiar.</p> <p>Other options were also suggested; St George’s Centre and the midwives in particular. The Dev Worker also raised the possibility of utilising the Yew Tree Theatre Company which has done public information productions.</p> <p>The Ops Manager informed the PPG that Out of Hours attendances have been significantly reduced of late, possibly due to the increase in the number of available appointments.</p>	
<p>6</p> <p>6.1</p>	<p><b>New Work Strands</b></p> <p>A member informed the PPG that the Patient Network is looking for new members with the aim of increasing practice representation. They have considered having virtual members and are interested in suggestions as to how that may</p>	

	work.	
7	<b>Patient Suggestions</b>	
7.1	Another request has been received for a water cooler in the waiting room. The PPG reaffirmed its position of not having one.	
7.2	A patient has requested that GPs inform patients when they are obese as they do not listen to family members. It was confirmed that this already takes place through the Obesity pathway.	
7.3	A patient requested that patients be informed when GPs are running late. The Ops Manager reaffirmed the policy of patients being asked to come to the front desk if they are 20 minutes late or more. The PPG requested that the clock be put back on the call in screens in the waiting room so patients can see exactly how long they have been waiting.	<b>Action –to put the clock back on the call-in screens.</b>
8	<b>News from the Practice</b>	
8.1	The Ops Manager formally announced the date of her retirement as 30 <sup>th</sup> November. Her replacement will be the staff member who was present for the last meeting of the PPG.	
8.2	£740 has been raised for charity by book sales to date. PPG suggested that this achievement should be advertised, together with the charities to which the money has been donated.	<b>Action –Staff to put up poster.</b>
9	<b>AOB</b>	
9.1	The issue of mobile telephones being used in the waiting room despite the signs asking people not to do so was raised. The Chair explained that it is a matter of courtesy that the practice asks people not to use their mobiles in the waiting room and that there is no threat to medical equipment. There are also confidentiality issues with regards to camera phones.	
9.2	The Eritrean Community Association has issued a request for a volunteer to teach mathematics to their children. Expenses will be paid.	

<p>9.3</p> <p>9.4</p> <p>9.5</p> <p>9.6</p> <p>9.7</p> <p>9.8</p> <p>9.9</p>	<p>A member announced that he has passed the initial selection process for the position of Lay Assessor, but has not heard anything since then. The deadline for the second stage of the process is the end of October.</p> <p>The same member would also like the nurses to be commended on the dedication they all display in the discharge of their duties.</p> <p>It was suggested that a purge of the posters in the waiting room might be in order.</p> <p>One patient enquired as to whether it is necessary for a GP to have to refer a patient to secondary care for an assessment of whether they need in investigation such as endoscopy. The Chair suggested that this may well be a clinical decision, but will make enquiries.</p> <p>Someone enquired as to how to contact the Local Involvement Network regarding inaccuracies in their recent report on general practice. Contact details were supplied.</p> <p>A member raised the issue of the recent Practice Nurse's resignation and specifically the reasons for this. The Chair explained that Homestead Medical Centre is able to offer her a specialist position which we unfortunately are unable to provide at the moment, but that her departure was entirely amicable.</p> <p>The issue of branded versus generic prescribing was questioned. The difference between a branded medication and a generic one was explained along with the reasons for switching to generic prescribing.</p>	<p><b>Action – review of posters in the waiting room to be carried out at next Target session.</b></p> <p><b>Action – DS to enquire as to the procedure.</b></p>
<p>10</p>	<p><b>Date and Time of Next Meeting</b></p> <p>Tuesday 30<sup>th</sup> October, 2012 at 13:45</p>	